

		Times are based on vEnterprise level of service. These times should be adjusted for based on the times listed on our rates listing page.	Acknowledge, Respond, Repair, Analyze	
Severity	Definition	During Coverage Window	Outside Coverage Window	
Severity 1	The Server is Down Means the Server is unusable and work practices are severely impacted. This may be due to the production system being down, unreachable, or unusable including the failure of non-redundant hardware.	20 Minutes 1 Hour 4 Hours 24 hours	20 Minutes 1 Hour 4 Hours 24 hours	
Severity 2	The System has considerably degraded performance Means the System displays major faults or crashes although work can progress. The business is considerably affected. Failure of redundant hardware is considered to be a Severity 2 issue.	1 Hour 2 Hours Same Day 3 Business Days	1 Hour 2 Hours Next Business Day 3 Business Days	
Severity 3	The System has slightly degraded performance Means the Service has bugs or errors that do not significantly impact on the function or business process. The business is unaffected.	Same Day Next Business Day 2 Business Days N/A	Next Business Day (acknowledge)	
Severity 4	The System has non-critical or monitoring errors Means minor errors, bugs or in the System that do not impact on the business or the program function.	Same Day Next Business Day 2 Business Days N/A	Next Business Day (acknowledge)	
CR	Change Request Means any change required to the configuration of a System, new or add.	Next Business Day 2 Business Days N/A N/A	Next Business Day 2 Business Days N/A N/A	
Admin	Administrative / Billing Request Means any non-system related query regards billing, sales or administration.	Next Business Day 2 Business Days N/A N/A	Next Business Day 2 Business Days N/A N/A	