

Myelin Service Level Agreement

Myelin will provide the support outlined in the Service Level Agreement (SLA) table below:

Priority Level	Response Time	Description
Critical	2 hours	<ul style="list-style-type: none">• Outage disrupting business activity• Unable to service external customers• No work-around is available• Critical business application/system down
High	4 hours	<ul style="list-style-type: none">• Missing functionality or performing poorly• A major function is unusable
Medium	12 hours	<ul style="list-style-type: none">• Work-around is available• User inconvenienced
Low	24 hours	<ul style="list-style-type: none">• All other issues or questions

Response times

- Response time for all issues is from 9.00 am to 5.00 pm (GMT and BST) on any business day.
- The SLA times listed are the time frames in which you can expect the first response.