

Managed Services Response Times

<u>PRIORITY RESPONSE:</u> BASED ON SEVERITY & URGENCY	<u>WEEKDAYS:</u> Starting 8:00 AM through 5:00 PM, including: Monday, Tuesday, Wednesday, Thursday, Friday	<u>OFF HOURS:</u> WEEKDAYS: 5:00 PM-8:00 AM, WEEKENDS: 5:00 PM Friday to 8:00 AM Monday, HOLIDAYS, EMERGENCIES
<u>PRIORITY 1-Highest Priority:</u> Service not available (all users and functions unavailable. Ex: Server down).	Remote: 1 within 12 hours	Remote: 1 within 24 hours
	On-Site: 1 within 36 hours	On-Site: 1 within 36 hours
<u>PRIORITY 2:</u> Significant degradation of service (large number of users or business critical functions affected).	Remote: 2 within 2 hours	Remote: 2 within 2 hours
	On-Site: 2 within 36 hours	On-Site: 2 within 36 hours
<u>PRIORITY 3:</u> Limited degradation of service (limited number of users or functions affected, business process can continue).	Remote: 3 within 24 hours	Remote: 3 within 36 hours
	On-Site: 3 within 48 hours	On-Site: 3 within 48 hours
<u>PRIORITY 4:</u> Small service degradation (business process can continue, one user affected).	Remote: 4 within 48 hours	Remote: 4 within 72 hours
	On-Site: 4 within 120 hours	On-Site: 4 within 120 hours