

# Service Level Targets - Premium Support

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## Overview

Our service level targets are set to provide a framework for service expectations. Resolver's Premium Support targets are intended to deliver optimal responsiveness an effort, factoring in the severity of the issue.

The problem's severity determines the speed and method of the Support Team's response.

## Severity Level Definitions

The following are the severity levels a user can choose during ticket creation to describe an issue or question:

**Urgent:** An error or service disruption is affecting time-critical applications with production work at a standstill. The system is substantially unusable, and no known workaround is currently available. Urgent severity also covers customer data-exposing security vulnerabilities.

**High:** The system is significantly impaired by an error or service disruption such that key business processes cannot be conducted, and no known workaround is currently available.

**Normal:** For general user questions, or the system or services do not function in conformance with its published specifications; however, key business processes are not interrupted and there is little or no impact on the ability to use the system or service for production purposes.

**Low:** For updates to non-production environment, or the Product System or service does not function in conformance with its published specifications, but there is no impact on the ability to use the system or service for product purposes.



**Note:**

*The maximum severity for any issue on a non-production environment is **Normal**.*

## Response Time Targets

The following outlines the target time commitments for providing the initial response and for providing status updates on the support ticket.

The initial response time is the time taken between the creation of the support ticket and the support team beginning its work. An initial response may take the form of:

- A notification that the ticket has been received; or
- A request from the support team for further information.

<b>SEVERITY LEVEL</b>	<b>LEVEL OF EFFORT</b>	<b>INITIAL RESPONSE</b>	<b>STATUS UPDATES</b>
Urgent	Continuous commercially reasonable efforts, 24/7	15 minutes	Every 2 hours, 24/7
High	Continuous commercially reasonable efforts during normal business hours	1 hour	Every 12 hours
Normal	Commercially reasonable efforts, during normal business hours	2 hours	Within 2 business days of acknowledgment of the availability of a temporary workaround or notification of the fix being available in a future release.
Low	Commercially reasonable efforts, during normal business hours.	4 hours	Further notification of the fix will be included in future release notes or updates upon release.

For emergency after-hours support, customers must contact our Support line or submit a ticket via our Support Portal with Priority set to Urgent. Tickets submitted via our Support email will be reviewed during normal business hours.