

Outlined below is the standard service level agreement provided to soVision IT customers in the absence of any superseding contractual service level agreement.

## Priority 1

### Critical Business Impact

- Instant Help Desk acknowledgement and escalation within 15 minutes.
- Remote access response within maximum 4 hours.
- Resolution within 24 hours (providing no extra hardware, third-party support or on-site support is required).

## Priority 2

### High Business Impact

- Instant Help Desk acknowledgement and escalation within 15 minutes.
- Remote access response within maximum 8 hours.
- Resolution within 48 hours (providing no extra hardware, third-party support or on-site support is required).

## Priority 3

### Medium Business Impact

- Instant Help Desk acknowledgement and escalation within 15 minutes.
- Remote access response within maximum 24 hours.
- Resolution within 72 hours (providing no extra hardware, third-party support or on-site support is required).

## Priority 4

### Low Business Impact

- Instant Help Desk acknowledgement and escalation within 15 minutes.
- Remote access response within maximum 72 hours.
- Resolution within 10 working days (providing no extra hardware, third-party support or on-site support is required).
- Low impact is usually scheduled routine maintenance or husbandry.