



STANDARD SERVICE LEVEL AGREEMENT

Severity: Low – Minor Fault

Issues that do not impact business function or do not have a time constraint but may cause problems in the future. A request for information or a scheduled task.

A support technician will provide an initial response within 48 hours.

Severity: Medium – General fault

Issues that do not impact business function, but cause restrict a user's ability to complete their tasks. These issues may have a work-around which will allow the user to complete their tasks.

A support technician will provide an initial response within 24 hours.

Severity: High – Major fault

Issues that are impacting on business operation and typically affects the ability of a user(s) to perform their tasks but is not critical to overall business operation. These issues would not typically have an available work-around.

A support technician will provide an initial response within 2 hours.

Severity: Critical – Critical fault

Issues that have a major and immediate impact on the business operation and typically affects the ability of all, or a majority of, users. Issues with this severity must be reported by a phone call.

A support technician will provide an initial response within 15 minutes.

Infinitem Technologies reserves the right to adjust a case's priority level.

To escalate an open support ticket, please email escalations@infinitem.net.au referencing your ticket number (e.g. T20160123.0001) explaining the reasoning for the escalation request.

