

# STANDARD SERVICE LEVEL AGREEMENTS (SLAs)

CONTRACTED HOURS OF COVER	PRIORITY	DESCRIPTION	RESPONSE TIMES
ENHANCED HOURS* 24/7 x 365 Days	1	<b>Critical</b> - i.e. System Outage	30 minutes
	2	<b>High</b> - i.e. System Fault	1 hour
STANDARD HOURS Mon - Fri 8am - 5.30pm	3	<b>Medium</b> - i.e. Device Fault	2 hours
	4	<b>Low</b> - i.e. Single User Fault	4 hours
	5	<b>Very Low</b> - i.e. Request For Info, Standard MACD	8 hours

\*Support outside of Standard Hours is only available for cases reported via phone.

## INCIDENT/REQUEST PRIORITIES

The priority level of your case will be determined by measuring the impact and urgency and is calculated using this table:

PRIORITY		IMPACT		
		High	Medium	Low
URGENCY	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

The following tables provide details of Impact and Urgency levels:

## INCIDENT URGENCY LEVELS

CATEGORY	DESCRIPTION
<b>HIGH (H)</b>	<ul style="list-style-type: none"> <li>➤ The damage caused by the Incident increases rapidly.</li> <li>➤ Work that cannot be completed by staff is highly time sensitive.</li> <li>➤ A minor Incident can be prevented from becoming a major Incident by acting immediately.</li> <li>➤ Several users with VIP status are affected.</li> </ul>
<b>MEDIUM (M)</b>	<ul style="list-style-type: none"> <li>➤ The damage caused by the Incident increases considerably over time.</li> <li>➤ A single user with VIP status is affected.</li> </ul>
<b>LOW (L)</b>	<ul style="list-style-type: none"> <li>➤ The damage caused by the Incident only marginally increases over time.</li> <li>➤ Work that cannot be completed by staff is not time sensitive.</li> </ul>

## INCIDENT IMPACT LEVELS

CATEGORY	DESCRIPTION
<b>HIGH (H)</b>	<ul style="list-style-type: none"> <li>➤ A large number of staff are affected and/or not able to do their job.</li> <li>➤ A large number of customers are affected and/or acutely disadvantaged in some way.</li> <li>➤ The financial impact of the Incident is likely to be high.</li> <li>➤ The damage to the reputation of the business is likely to be high.</li> <li>➤ Someone has been injured.</li> </ul>
<b>MEDIUM (M)</b>	<ul style="list-style-type: none"> <li>➤ A moderate number of staff are affected and/or not able to do their job properly.</li> <li>➤ A moderate number of customers are affected and/or inconvenienced in some way.</li> <li>➤ The financial impact of the Incident is likely to be moderate.</li> <li>➤ The damage to the reputation of the business is likely to be moderate.</li> </ul>
<b>LOW (L)</b>	<ul style="list-style-type: none"> <li>➤ A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort.</li> <li>➤ A minimal number of customers are affected and/or inconvenienced but not in a significant way.</li> <li>➤ The financial impact of the Incident is likely to be minor.</li> <li>➤ The damage to the reputation of the business is likely to be minimal.</li> </ul>

# ABOUT COMTACT LTD.

BASED IN NORTHAMPTON, COMTACT'S SECURITY (SOC), NETWORK (NOC) AND SERVICE DELIVERY CENTRE (SDC) ARE BASED AT THE SAME PREMISES AS OUR PRIMARY TIER 3 DATA CENTRE.

## 24x7x365 SUPPORT

Tel: 03452 75 75 75

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## 24x7x365 NORTHAMPTON DATA CENTRE

Contact and its operations are entirely ISO27001 accredited, providing our customers with the assurance that their service solution is being supported by true professionals.



## 1<sup>ST</sup> LINE AND 2<sup>ND</sup> LINE SUPPORT

Contact has a multiskilled, three-tiered professional support, providing 1st and 2nd line support operated from our 24x7x365 high security Tier 3 Data Centre.