

Severity Level	Situation	Response Times	intelliNet Responsibilities	Client Responsibilities	Target Resolution
Severity 1 – Urgent Very High Business Impact	Major System or Component Failure Malfunction with critical impact on Client’s ability to operate entire business processes & production. No work-around or manual process available. The problem must be resolved immediately.	Initial Communication Call Back: Within 15 Minutes  Commence Service Call Work: Within 2 Hours	<ul style="list-style-type: none"> <li>intelliNet initiates &amp; manages the Service Call to resolution.</li> <li>intelliNet Help-Desk troubleshoots the incident, engages appropriate expertise and dispatches on-site replacement parts &amp; Field Service Technicians when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Client provides appropriate personnel &amp; access to the premises to sustain continuous work effort &amp; necessary communication.</li> <li>Without appropriate access or instructions, the incident will be downgraded to Severity 2.</li> <li>Client notifies Senior Executives on-site of the incident.</li> </ul>	<p>For 24x7 Coverage: Within 4 Hours 85% of the Time.</p> <p>For 8x5 Coverage: During Regular Business Hours: Within 4 Hours 85% of the Time.</p> <p>During Other Than Regular Business Hours: Within 2 Hours of the Start of the Next Business Day 85% of the Time.</p>
Severity 2 – High High Business Impact	Minor System or Component Failure Malfunction causing impact on Client’s ability to operate significant business processes or production. No work-around or manual process available.	Initial Communication Call Back: Within 1 Hour  Commence Service Call Work: Within 4 Hours	<ul style="list-style-type: none"> <li>intelliNet initiates &amp; manages the Service Call to resolution.</li> <li>intelliNet Help-Desk troubleshoots the incident, engages appropriate expertise and dispatches on-site replacement parts &amp; Field Service Technicians when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Client provides appropriate personnel &amp; access to the premises to sustain continuous work effort &amp; necessary communication.</li> <li>Without appropriate access or instructions, the incident will be downgraded to Severity 3.</li> <li>Client notifies Management on-site of the incident.</li> </ul>	<p>For 24x7 Coverage: Same Day 85% of the Time.</p> <p>For 8x5 Coverage: During Regular Business Hours: Same Business Day 85% of the Time.</p> <p>During Other Than Regular Business Hours: Within 4 Hours of the Start of the Next Business Day 85% of the Time.</p>
Severity 3 – Moderate Moderate Business Impact	Component Failure Malfunction not causing impact on Client’s ability to operate significant business processes or production. Work-around or manual processes are available.	Initial Communication Call Back: Within 1 Hour  Commence Service Call Work: Within Next Business Day	<ul style="list-style-type: none"> <li>intelliNet initiates &amp; manages the Service Call to resolution.</li> <li>intelliNet Help-Desk troubleshoots the incident, engages appropriate expertise and ships replacement component with return shipping arrangements and remote Help-Desk support through to resolution.</li> <li>intelliNet dispatches on-site replacement parts &amp; Field Service Technicians when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Client provides appropriate personnel &amp; access to the premises as mutually arranged to support work effort &amp; also liaises with intelliNet Help-Desk for necessary communication and support.</li> </ul>	<p>For 24x7 Coverage: Next Day 85% of the Time.</p> <p>For 8x5 Coverage: During Regular Business Hours: Next Business Day 85% of the Time.</p> <p>During Other Than Regular Business Hours: Day after Next Business Day 85% of the Time.</p>
Severity 4 – Low Low Business Impact	Component Failure Malfunction not causing virtually any impact on Client’s ability to operate significant business processes or production. Work-around or manual processes are available.	Initial Communication Call Back: Within 1 Hour  Commence Service Call Work: Within One Week	<ul style="list-style-type: none"> <li>intelliNet initiates &amp; manages the Service Call to resolution.</li> <li>intelliNet Help-Desk troubleshoots the incident, engages appropriate expertise and ships replacement component with return shipping arrangements and remote Help-Desk support through to resolution.</li> <li>intelliNet dispatches on-site replacement parts &amp; Field Service Technicians when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Client provides appropriate personnel &amp; access to the premises as mutually arranged to support work effort &amp; also liaises with intelliNet Help-Desk for necessary communication and support.</li> </ul>	<p>For 24x7 Coverage: Within One Week 85% of the Time.</p> <p>For 8x5 Coverage: During Regular Business Hours: Within One Week 85% of the Time.</p> <p>During Other Than Regular Business Hours: Day after One Week 85% of the Time.</p>