

STANDARD SERVICE LEVEL AGREEMENTS (SLAs)

CONTRACTED HOURS OF COVER	PRIORITY	DESCRIPTION	RESPONSE TIMES
ENHANCED HOURS* 24/7 x 365 Days	1	Critical - i.e. System Outage	30 minutes
	2	High - i.e. System Fault	1 hour
STANDARD HOURS Mon – Fri 8am – 5.30pm	3	Medium - i.e. Device Fault	2 hours
	4	Low - i.e. Single User Fault	4 hours
	5	Very Low - 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
HIGH (H)	<ul style="list-style-type: none"> ↘ The damage caused by the Incident increases rapidly. ↘ Work that cannot be completed by staff is highly time sensitive. ↘ A minor Incident can be prevented from becoming a major Incident by acting immediately. ↘ Several users with VIP status are affected.
MEDIUM (M)	<ul style="list-style-type: none"> ↘ The damage caused by the Incident increases considerably over time. ↘ A single user with VIP status is affected.
LOW (L)	<ul style="list-style-type: none"> ↘ The damage caused by the Incident only marginally increases over time. ↘ Work that cannot be completed by staff is not time sensitive.

INCIDENT IMPACT LEVELS

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

ABOUT COMCONTACT LTD.

Based in Milton Keynes, Comcontact's Security (SOC), Network (NOC) and Cyber Defence Centre (CDC) are based at the same premises as our primary tier 3 data centre.

24x7x365 SUPPORT

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24x7x365 MILTON KEYNES DATA CENTRE

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



1ST LINE AND 2ND LINE SUPPORT

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