

Appendix A

Response Time and Restore Time

Severity level

Standard Support

	<i>Response Time</i>	<i>Restore Time</i>
A	4 Business hours	The Incident will be corrected as soon as possible
B	24 Business hours	The Incident will be corrected as soon as possible
C	40 Business hours	-

Premium Support

	<i>Response Time</i>	<i>Restore Time</i>
A	2 hours	2 business days
B	4 Business hours	5 business days
C	16 Business hours	20 business days

Severity level description

Severity level A

Incidents causing a Software failure or major disruption of the Software, where key functionality is unavailable.

Severity level B

Incidents disturbing the Software functionality or decreasing the performance levels to an extent where the usability is severely affected.

Severity level C

Incidents materially affecting the Software's functionality or usability, however not fulfilling the criteria for Incident severity level B.