

ANNEX K - Priority Levels

The rules for assigning priority levels will be restricted to a limited number of scenarios agreed between the Contracting and the Service Provider, as defined in the following table:

Priority	Scenarios
Critical	<ul style="list-style-type: none">▪ Total loss of service in a full site/building, a group of users or a single user, impacting their ability to conduct business (NO work-around)▪ Specific cases as described in the SLAs
High	<ul style="list-style-type: none">▪ Total loss of service to a group of users or a single user, affecting their ability to conduct business. A work-around is available to the user(s).▪ Specific cases as described in the SLAs
Medium	<ul style="list-style-type: none">▪ Degradation of service or intermittent problem, which has no impact on Contracting's business operations▪ Specific cases as described in the SLAs▪ This is the default priority for any incident
Low	<ul style="list-style-type: none">▪ Tickets not classified in the categories above

- Under normal circumstances, the number of Incidents with Priority "Critical" will not exceed 10% of the total number of Incidents.
- Under normal circumstances, the number of "emergency" IMACs will not exceed 10% of the total number of IMACs.
- The priority may be modified through escalation.