

Severity definitions and response targets

What each severity level means, how fast we respond, and what we need from you to hit it. These are the targets written into the agreement.

Cover is round the clock

Someone is on call at any hour, every day — not office hours. Severity 1 is answered within two hours whenever it is raised.

SEVERITY	WHAT IT MEANS	FIRST RESPONSE
S1 Critical	Production is down, or a business-critical process cannot run. No workaround exists.	2 hours, any hour
S2 High	A significant function is degraded or failing for many users. A workaround exists but is not sustainable.	1 business day
S3 Normal	A defect or change request affecting a limited group, with a workaround available.	2 business days
S4 Low	Cosmetic issues, questions, and scheduled work with no urgency.	2 business days

What we need from you

- **A named contact who can confirm severity**
We will not downgrade your S1. We do need someone who can tell us what is actually affected, so the first hour is spent fixing rather than scoping.
- **Access that already works**
A support user with the right permission set, agreed at onboarding. Chasing access during an outage is the most common reason a target slips.
- **A sandbox that resembles production**
For anything that needs a fix deployed rather than a config change.

Targets are for first response. Resolution times depend on the fault and are reported in the monthly summary.