




# Network Doctor SLAs

BUSINESS HOURS

## COMMITTED RESPONSE TIMES

Priority 1 <b>Mission critical request</b>	Priority 2 <b>Urgent request</b>	Priority 3 <b>Standard service request</b>
 <p>within <b>1</b> hour</p>	 <p>within <b>4</b> hours</p>	 <p>within <b>24</b> hours</p>
<b>Definition:</b> A failure to a vital network resource affecting all users' ability to access systems, i.e. network down.	<b>Definition:</b> Select users have issues accessing a critical business resource.	<b>Definition:</b> User able to work and has a service request, i.e. printing issues, adding/removing users.

## ACTUAL AVERAGE RESPONSE TIMES

<b>2 minutes</b>	<b>12 minutes</b>	<b>&lt;60 minutes</b>
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## Onsite Support

Mission critical issues will receive an initial onsite visit **within 4 business hours**.

Standard support requests will be scheduled for the **next available appointment**.

NON BUSINESS HOURS

## COMMITTED RESPONSE TIMES

Priority 1 <b>Mission critical request</b>	Priority 2 <b>Urgent request</b>	Priority 3 <b>Standard service request</b>
 <p>within <b>2</b> hours</p>	 <p>within <b>8</b> hours</p>	 <p>Will be addressed during business hours</p>

## ACTUAL AVERAGE RESPONSE TIMES

<b>&lt;60 minutes</b>	<b>&lt;120 minutes</b>	<b>&lt;120 minutes</b>
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