

SERVICE ASSURANCE

Availability & Restoration Targets

MANAGED INTERNET, PHONES & PRIVATE CLOUD

Targets are measured from the time GenesysTel accepts and classifies the incident.

LEVEL	PRIORITY	BUSINESS IMPACT	USER IMPACT	RESPONSE	RESTORATION TARGET
TIER 1	CRITICAL	Catastrophic service impact to the customer's business	More than 75% of users affected	30 minutes	4 hours Technician onsite or remote. Weekend and public holiday times may vary.
TIER 2	HIGH	Significant service impact to the customer's business	More than 25% and less than 75% of users affected	1 hour	8 hours Technician onsite or remote. Weekend and public holiday times may vary.
TIER 3	LOW	Minor business impact or add, move and change request (MACD)	Less than 5% of users affected	4 hours	3-10 business days

PRINTER - MPS EXPRESS	
First-time response	Within 4 hours
Onsite response	Within 24 hours
Repair / maintenance	Within 72 hours*

*Repair and maintenance target applies where required replacement parts are available.

PRIORITY LEVEL EXAMPLES	
TIER 1	A critical incident severely disrupts operations for most or all users - for example, the main file server is unavailable and staff cannot access essential files.
TIER 2	Important system functions are unavailable or noticeably degraded, affecting some users or specific business operations.
TIER 3	A service request to modify configuration rules or establish a new service.

SERVICE LEVEL EXCLUSIONS

Service level targets do not apply where an incident:

01	Results from a planned maintenance event.
02	Is caused by factors outside GenesysTel's reasonable control, including a force majeure event.
03	Results from an action or inaction of the customer or any third party.
04	Results from equipment, software or other technology that is the responsibility of the customer or any third party.