

GADELLNET'S SERVICE LEVEL AGREEMENT

What is our service level agreement? It is our promise to you. While prioritizing hundreds of incoming emails and calls each week, GadellNet's service desk engineers quickly assess the severity and impact of each request to appropriately determine response times. This ensures the most critical items are resolved in an appropriate timeframe, while we continue to solve your everyday issues.

SLA	RESPONSE	RESOLVE
<p>Chat and Phone:</p> <p>IMMEDIATE IMPACT TO USER <i>Quick fix issue</i></p> <ul style="list-style-type: none"> » Outlook Errors » Questions with Microsoft Office or other applications. (How to or changes) » Password Reset » Printing errors 	<p><10 min Immediate</p>	<p>24 hrs</p>
<p>Priority 1:</p> <p>CRITICAL BUSINESS OUTAGE <i>Effects all users</i></p> <ul style="list-style-type: none"> » Server down » Internet down 	<p>1 hrs</p>	<p>24 hrs</p>
<p>Priority 2:</p> <p>HIGH IMPACT INCIDENT <i>Effects one user critically or several users</i></p> <ul style="list-style-type: none"> » VPN issues » Blue Screen of Death » Application crashes and needs monitoring 	<p>2 hrs</p>	<p>24 hrs</p>
<p>Priority 3:</p> <p>MEDIUM IMPACT TO BUSINESS <i>Effects one user</i></p> <ul style="list-style-type: none"> » Creating new password policy » Need assistance moving files or folders » Cannot log in to personal station 	<p>24 hrs</p>	<p>72 hrs</p>
<p>Scheduled:</p> <p>MINOR IMPACT TO BUSINESS <i>Scheduled requests only Doesn't fit with users schedule to work on it right away</i></p> <ul style="list-style-type: none"> » ordering and setting up laptop » Need assistance moving files or folders » Cannot log in to personal station 	<p>Scheduled</p>	