

# Service Management

## Incident Classification Matrix

The Incident classification matrix set out below outlines the description, resolution and scheduled updates frequencies for the associated Incident priorities.

Priority Level	Fault Description	Incident Resolution Target	Response Time
<b>High</b>	Total loss of service resulting from a single event.  User has total loss of Service/product or degraded beyond usable limits.  Degraded Service. E.g. Errors, packet loss to router interface. Inability to transmit/receive where Business operations are severely impacted.	6 hours	½ hour followed by updates each hour
<b>Medium</b>	Partial loss of Service or degradation of Service, resulting from one event.  Partial loss where Service is intermittent or slow throughput.  Dribbling errors, packet loss less than 25%, slow throughput.	24 hours	4 hours
<b>Low</b>	Service Enhancement that requires a change to the existing Service and/or Provider Network components that will facilitate Service.  (Service Enhancements exclude speed upgrades which are considered on a case by case basis and Vandercom shall endeavor to resolve such requests within 10 Business Days).  Service requests or changes.	3-5 Business Days	

The Customer understands and accepts that it may be necessary to extend the timescales in the Incident classification matrix above due to the complexity of the Incident or where Vandercom is dependent on a third party for resolution of the Incident.

In such circumstances, Vandercom shall use reasonable endeavours to eliminate or reduce the impact of the Incident on the Service by provision of a workaround, with permanent correction to follow.