

Support SLA

Issue Severity	Definition	Working Hours	Support Response
Critical	A significant business impacting issue that interferes with normal business operations	24/7/365 until workaround or resolution is provided, or until issue is deescalated	< 60 minutes
High	A business impacting issue that does not affect normal business operations	Mon-Fri 8am – 7pm EST	< 4 business hours
Medium	All other issues	Mon-Fri 8am – 7pm EST	< 1 business day
Low	Issues designated by the partner as low priority, such as minor feature requests	Mon-Fri 8am – 7pm EST	< 2 business days

Additional SLA Terms

- **Continuity Cloud Provisioning SLA:**

If Critical and partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned and accessible to the partner within 60 minutes of the Critical ticket being submitted.

If it is not Critical and partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned within 1 business day.

If the partner is receiving demo or free Continuity Cloud services, nodes are provisioned based on queued demand and available free/demo capacity, and no guarantees are made regarding timing or availability of demo/free capacity.

- **SLA for free, trial, NFR, or demo usage of any service:**

Any free, demo, or trial services are not eligible for receiving Critical or High levels of service.

All tickets relating to non-paid services will be treated with Medium or Low severity.

Examples of Issue Severities

Product	Critical Severity Examples	High Severity Examples
(All Products)	Complete service outages	
Anchor	The inability to access or sync data	Slow file syncing
Backup for Files	Restoring files and folders needed for critical business applications	Backups that have repeatedly failed
BDR	Server down restores, or server down virtualizations of backups	Backups that have repeatedly failed
Cloud backup (Cloudfinder)	Major restore operations, e.g. entire organizational units; security failures	Non-major restore operations (e.g. single user); restore operations working, but slow; other features impacted (e.g. search filtering, report views, etc.)
Continuity Cloud	Critical Continuity Cloud usage, server down restores	Further configuration of the Continuity Cloud, setting up backups of VMs running on the Continuity Cloud



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