

SaaS Incident Priorities

Unless otherwise defined, capitalised terms shall have the meaning given to them in the SaaS Agreement.

Priorities shall be assessed for all Incidents logged with Ciphr and a priority will be allocated by Ciphr using its reasonable discretion after consultation with the Customer in accordance with the following table

| Priority | Description | Target response/resolution times during Working Hours |
|------------------|---|---|
| 1. Critical | Incidents causing entire System Environment to be inoperable or inaccessible to all Customer Users | Response – 30 minutes Resolution – 3 hours |
| 2. Urgent | Incidents causing severe performance degradation or a key business function or a material part of the System Environment to be inoperable or inaccessible to all Customer Users. Will include situations where Customer Users can continue a business function or operation but with difficulty and the impact will or may become more significant within a short time. | Response – 2 hours Resolution – 1 Working Day |
| 3. Fairly Urgent | Incidents causing inconvenient or inefficient operation of business functions or minor part of the System Environment to be inoperable or inaccessible to all Customer Users or data errors. | Response – 1 Working Day Resolution – 3 Working Days |
| 4. Not Urgent | All other Incidents. | Response – 2 Working Days Resolution – next general fix, update or release |