

SEMAFONE LIMITED SUPPORT POLICY

Service Availability & Service Level Targets (SLTs)							
	Service Level Agreement	Service Level Targets					
Product	Service Availability	Priority Definition	Incident Priority	Call Answered & ticket raised	Initial Investigation	Service Restored	RCA
Voice+ Relay+ Rainier Rushmore	Multisite - 99.99% Single site - 99.9% Measured as a service outage as a whole across both sites or HA pair. If one site of an HA pair is down but the other is functioning as required and all traffic can be directed to the active site then the service is deemed to be available.	A total or significant failure of Semafone's software. Calls cannot be put into secure mode; payments cannot be made; link request or response failure. Issues assigned a P1 priority code will have an impact on a majority of total end users.	P1	10 mins	+ 30 mins	+ 2 hours	+ 2 business days
		A partial failure of Semafone's software. Calls cannot be put into secure mode; payments cannot be made; link request or response failure for a large proportion of end users. Issues assigned a P2 priority code will have an impact on a significant portion but not a majority of total end users.	P2	10 mins	+ 2 Hours	+ 4 Hours	+ 5 business days
	N/A	A limited or isolated failure of Semafone's software. Calls cannot be put into secure mode; payments cannot be made; link request or response failure for a small group of end users. Issues assigned a P3 priority code will have impact a minority of total end users	P3	10 mins	+24 hours	+36 hours	N/A
		Maintenance, scheduled activity and non-service impacting issues.	P4	1 business day	+ 5 Business days	N/A	N/A

Semafo ne Speech Recogn ition	N/A	A limited or isolated failure of Semafo ne's software. Calls cannot be put into secure mode; payments cannot be made; link request or response failure for a small group of end users. Issues assigned a P3 priority code will have no impact on the majority of total end users	P3	10 mins	+24 hours	+36 hours	N/A
		Maintenance, scheduled activity and non-service impacting issues.	P4	1 busine ss day	+5 busines s days	N/A	N/A
Intellige nce+	N/A	Maintenance, scheduled activity and non-service impacting issues.	P4	1 busine ss day	+ 3 Busines s days	+ 5 Busine ss days	N/A