






# Guaranteed Response Times & Priority Levels

The following table shows the Guaranteed Response times for each priority level and provides priority level examples.

This list is amended from time to time and is found on in the Legal Docs Folder, listed as “Ally – Guaranteed Response Times & Priority Levels” at [www.allyadvantage.com/resources/downloads/](http://www.allyadvantage.com/resources/downloads/).

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
 <b>Critical</b>	Your Main Server is offline, and all users are unable to work.	2 Hours	15 Minutes
	One of your Network Switches has failed and stopped half the company from working.		
	A VPN link between 2 x offices is offline causing one office to be unable to work.		
 <b>High</b>	Your Internet Connection is offline, users can still work locally	4 Hours	1 Hour
	Your CEO's computer has stopped working		
	Your main Accounting Software has stopped working		
 <b>Medium</b>	A user's desktop won't turn on so they can't work	8 Hours	2 Hours
	One of the main printers is not working, but users can print to another one		
	A user is having problems connecting to the Wireless network		
 <b>Low</b>	Printing is slower than normal	16 Hours	8 Hours
	A single user is unable to scan		
	A user needs a program installed on their PC		
 <b>No SLA</b>	Pro-Active maintenance of systems	N/A	N/A
	Add / Edit / Delete User Requests		
	New Computer or Software Installation		