

# SIPXCOM PROCARE SLA

Severity Level	Response Goal	Relief Goal	Resolution Goal
1	4 Business Hours	1 Business Day	*Next Release
2	4 Business Hours	2 Business Day	*Next Release
3	Next Business Day	n/a	n/a
4	Next Business Day	n/a	n/a

\* Provided that the next release is not within six weeks of the reported incident.



# Severity Levels Defined

1

*Error that renders the Software inoperative or causes the Software to fail catastrophically.*

*The situation effects your business operations and cannot be immediately remediated by the actions of the end-user support team. Service is down or unavailable.*

2

*Error that will impact the performance and use of the Software, but does not materially restrict Customer's use of the Software.*

*Major functionality is impacted or significant performance degradation is experienced. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.*

3

*Error that causes only a minor impact on the performance of the Software or Customer's use of the Software.*

*A minor aspect of system functionality is unavailable or unstable for a subset of users. Operations can otherwise continue with no restriction nor effect on long-term productivity. Short-term workaround is available, but not scalable.*

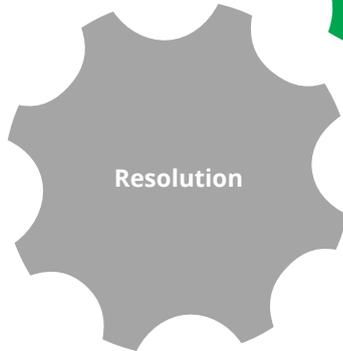
4

*Enhancement Request*

# SLA Definitions Cont'd...



Acknowledgment of the issue reported, assignment of its Severity Level and the correct capturing of the Affected Software Version. Response Time is the elapsed time (within business hours) between the receipt of the ticket by eZuce and the acknowledgement email received from eZuce.



A workaround provided by eZuce that allows for the Software to operate in all material respect.



Represents a permanent fix to an issue.



Relief and Resolution Goals are not applicable for Severity 3 and 4 issues. eZuce shall create corresponding sipXcom JIRA items for Severity 3 and 4 issues and their future resolution up to the open source community.

Access to sipXcom Procure can be made by a customer designated qualified technical contact by:

1. Logging in at [support.sipXcom.org](https://support.sipXcom.org) and submitting a ticket. The same can be used to check status on existing tickets. Login credentials are provided to named contacts during initial subscription to the service. Additional contacts can be added later on.
2. Sending an email to [sipXcom-support@eZuce.com](mailto:sipXcom-support@eZuce.com)