The rules for assigning priority levels will be restricted to a limited number of scenarios agreed between the Contracting and the Service Provider, as defined in the following table:

|  |  |
| --- | --- |
| Priority  | Scenarios |
| Critical | * Total loss of service in a full site/building, a group of users or a single user, impacting their ability to conduct business (NO work-around)
* Specific cases as described in the SLAs
 |
| High | * Total loss of service to a group of users or a single user, affecting their ability to conduct business. A work-around is available to the user(s).
* Specific cases as described in the SLAs
 |
| Medium | * Degradation of service or intermittent problem, which has no impact on Contracting’s business operations
* Specific cases as described in the SLAs
* This is the default priority for any incident
 |
| Low | * Tickets not classified in the categories above
 |

* Under normal circumstances, the number of Incidents with Priority “Critical” will not exceed 10% of the total number of Incidents.
* Under normal circumstances, the number of “emergency” IMACs will not exceed 10% of the total number of IMACs.
* The priority may be modified through escalation.

Place: Click or tap here to enter text.

Date: Click or tap to enter a date.

Signature of Legal Representative \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A non-authenticated photocopy of the valid ID document of the signatory is enclosed.**