ANNEX K - Priority Levels

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:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Scenarios</th>
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</table>
| 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.