



SERVICE OUTAGES

SERVICE OUTAGES (INCIDENT)	PRIORITY	RESPONSE TIME
SERVICE NOT AVAILABLE (ALL USERS AND FUNCTIONS ARE UNAVAILABLE)	1 EMERGENCY	WITHIN 2 HOURS
SIGNIFICANT DEGRADATION OF SERVICE (LARGE NUMBER OF USERS OR BUSINESS CRITICAL FUNCTIONS AFFECTED)	2 HIGH	WITHIN 4 HOURS
LIMITED DEGRADATION OF SERVICE (LIMITED NUMBER OF USERS OR FUNCTIONS AFFECTED, BUSINESS PROCESS CAN CONTINUE)	3 MEDIUM	WITHIN 12 HOURS
SMALL DEGRADATION OF SERVICE (BUSINESS PROCESS CAN CONTINUE, SMALL NUMBER OF USERS AFFECTED)	4 LOW	NEXT-DAY
RESPONSE TIMES ARE BASED ON BUSINESS HOURS		

TO LODGE A SUPPORT TICKET:

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