

## 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:

Priority	Scenarios
Critical	<ul style="list-style-type: none"><li>• 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)</li><li>• Specific cases as described in the SLAs</li></ul>
High	<ul style="list-style-type: none"><li>• 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).</li><li>• Specific cases as described in the SLAs</li></ul>
Medium	<ul style="list-style-type: none"><li>• Degradation of service or intermittent problem, which has no impact on Contracting's business operations</li><li>• Specific cases as described in the SLAs</li><li>• This is the default priority for any incident</li></ul>
Low	<ul style="list-style-type: none"><li>• Tickets not classified in the categories above</li></ul>

- 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.