Service Level Agreement

Priority	SLA Priority	Description	Target Response Time	Target Time for Resolution by UK Software
05: Critical *	P1	Priority 1 represents a major loss of a critical service in which all application end users cannot access computing resources. Business processes are halted and there is no workaround available.	30 minutes (Monday - Friday 09.00AM - 05.00 PM GMT).	4 hours (Monday - Friday 09.00AM - 05.00 PM GMT).
04: High *	P2	Priority 2 represents a loss of a critical service in which end users can access some computing resources but the critical business process is halted or impaired or more than 50% of end users are affected. Workaround does not exist or is unacceptable due to labour intensity.	2 hours (Monday - Friday 09.00AM - 05.00 PM GMT).	8 hours (Monday - Friday 09.00AM - 05.00 PM GMT).
03: Medium	P3	Priority 3 represents a loss of a non-critical service that has a moderate impact on business operations.	4 hours (Monday - Friday 09.00AM - 05.00 PM GMT).	3 business days.
02: Normal	P4	Priority 4 represents a loss of a non-critical service that has a low impact on business operations - less than 5 users.	10 hours (Monday - Friday 09.00AM - 05.00 PM GMT).	5 business days.
01: Low	P5	Priority 5 represents requests for the modification which is not a result of the failure, requests for enhancements improving functionality of the system.	2 business days.	This is agreed on per request basis

Notification of Fault:

1. UKS Support Portal: https://support.uksoftware.ltd.uk/
2. UKS Support email: support@uksofware.ltd.uk
3. Telephone: 01843 609345 (Monday – Friday 09:00 – 17:00 GMT)