



Level	Description	Reporting	Service Level
Critical	<p>High Impact - Large no. Of people impacted</p> <p>Client feels the issue is impacting to a point that they are not able to provide their desired level of customer service i.e.</p> <ul style="list-style-type: none">• No access for all users• Consistent error (e.g. Timeout/server error)	<p>Support@livepro.com And call 1300 548 356</p>	<p>Call acknowledge within 15 minutes If unable to restore within 30 minutes, divert to back up data centre</p>
High	<p>High/Medium impact – One user /or site</p> <p>Client feels they are still able to use the system to provide quality customer service i.e.</p> <ul style="list-style-type: none">• Delay or slow response• Intermittent Issues• Error or timeout issues.	<p>support@livepro.com 1300 548 356</p>	<p>Call acknowledged within 30 minutes Investigation and corrective action within 1 working day</p>
Low	<p>Low/Medium impact - Isolated cases.</p> <p>Issue is not affecting client's ability to operate effectively and provide highest level of customer service</p>	<p>Support@livepro.com 1300 548 356</p>	<p>Call acknowledged within 30 minutes Investigation and corrective action underway with daily updates</p>