

SLA Overview

Yellowcom are committed to professional Service Level Agreements (SLAs) across all **Support Packages**.

This means:

- Clearly defined** response times
- Transparent** resolution targets
- Priority-based** escalation
- 24/7 monitoring** for critical issues

SLA Response & Resolution Times

Priority	Issue Type	Standard Support	Premium	Platinum
P1 Critical	Total system failure	4hr response 8hr resolution	2hr response 4hr resolution	30min response 2hr resolution
P2 High	Multiple users affected	8hr response 16hr resolution	4hr response 8hr resolution	1hr response 4hr resolution
P3 Medium	Single user impact	Next day response 48hr resolution	8hr response 24hr resolution	2hr response 12hr resolution
P4 Low	Minor issues/ requests	48hr response 5-day resolution	24hr response 3-day resolution	8hr response 16hr resolution

These targets reflect the maximum timeframes for response and resolution. Our team always **strives to exceed these expectations for all clients**.

Priority Definitions

Understanding the **severity levels** for IT Support issues is crucial for effective incident management and response.

P1

Critical Emergency

- Complete system failure
- All users unable to work
- Security breach detected

P2

High Priority

- Severe performance issues
- Multiple users affected
- Key systems degraded

P3

Medium Priority

- Single user unable to work
- Workaround available
- Non-critical functionality

P4

Low Priority

- Minor issues or questions
- Configuration requests
- Information requests

These clarifications guide our team in prioritising and addressing your support tickets efficiently, ensuring that the most urgent matters **receive immediate attention**.