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PrimeKey Support Agreements SLA

Admin Adminsson - 2020-01-27 - 0 Comments - in PrimeKey Company

PrimeKey offers two types of Service Level Agreements (SLAs):

- Standard 8/5 SLA: Monday to Friday during office hours (9:00 to 17:00), official holidays closed.
- Premium 24/7 SLA: Same as standard plus the hotline is available all year round.

The following lists priorities and response times (RT*):

Priority	Description	Severity	RT* Premium SLA	RT* Standard SLA
Blocker	Blocks development and/or testing work, production could not run.	Severity 1	4	8
Critical	Crashes, loss of data, severe memory leak.	Severity 1	4	8
Major	Major loss of function.	Severity 2	8	16
Minor	Minor loss of function, or other problem where easy workaround is present.	Severity 3	24	32
Cosmetic	Cosmetic problem like misspelt words or misaligned text	Severity 4	24	64
Trivial	Trivial	Severity 4	24	64

* RT: time for first response measured in working hours.

If you want to upgrade your PrimeKey Support agreement or have any other questions, please contact sales@primekey.com.

Tags

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