

Service Level Agreement

Measured in Curveball business hours & days

	P1	P2	P3	P4	IT Service Requests
Target time to respond	30 mins	60 mins	90 mins	4 hours	1 day
Target time to allocate	30 mins	60 mins	90 mins	5 hours	1 day
Target time interval to update user	Once Per Hour				
Target time to resolution	4 hours	8 hours	2 days	4 days	5 days

	Critical Urgency Can no longer perform primary functions	High Urgency Work function impaired, no work around in place	Medium Urgency Work stopped, can be deferred for a week	Low Urgency Work stopped, can be deferred for 2 weeks or longer
Extensive Impact Business Wide	1	2	3	4
Significant Impact 50+ of users	2	2	3	4
Moderate Impact 10-49% of users	3	3	3	4
Low Impact Under 10% of users	4	4	4	4

For P1 and P2 incidents, please call us in the first instance.
For password resets, please call us for immediate assistance.



Call Us

0151 547 4321



Email Us

support@curveballsolutions.com

**10 days for service requests including hardware orders*