

## Service Level Agreement

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

Measured in Curveball business hours & days  
10 days for service requests including hardware orders

	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

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Email Us

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