

Level – Category	Description	Resolution	Expected CSR Response Time	Estimate Resolution Time
1 – Feature Request	Feature does not affect normal or intended operations. Is a <b>Request</b> for consideration by Crunchsoft	Immediate resolution may <b>not</b> be available.	Respond <b>within 1-hour</b> of becoming aware of the issue/request.	TBD* DPR**
2 – Low	There is <b>Hinderance</b> of work of individual Users, and no acceptable work around is available.	Immediate resolution may <b>not</b> be available.	Respond <b>within 1-hour</b> of becoming aware of the issue/request.	30-business days
3 – Medium	There is an <b>Interruption</b> of the work of individual Users and no acceptable work around is available.	Immediate resolution may <b>not</b> be available.	Respond <b>within 1-hour</b> of becoming aware of the issue/request.	14-business days
4 – High	There is a <b>Critical Interruption</b> affecting individual Users and no work around is available.	Immediate resolution <b>is</b> needed.	Respond <b>within 1-hour</b> of becoming aware of the issue/request.	7-business days
5 – Urgent	<b>Critical Interruption of Vital/Crucial Business Operations</b> affecting <i>many</i> Users and no work around is available.	Immediate resolution <b>is</b> needed.	Respond <b>within 1-hour</b> of becoming aware of the issue/request.	3-business days

\*TBD = To Be Determined

\*\*DPR = Discovery and Planning is required.