

Imanami Technical Support
<http://www.imanami.com/support>

Perceived Severity:

Severity	Criteria	Escalation (Tier 1 to Tier 2)			Escalation (Tier 2 to Tier 3)		
		Bronze	Silver	Gold	Bronze	Silver	Gold
Level 1*	<u>Critical</u> : The product is unusable, resulting in data loss or directory corruption	1 Day	Instant	Instant	1 Day	4 Hours	2 Hours
Level 2	<u>Severe</u> : The application runs but its operation is severely restricted. A work around solution or Professional Services is required	2 Days	6 Hours	4 Hours	2 Days	6 Hours	4 Hours
Level 3	<u>Moderate</u> : The runs with minor limitations. A work around solution or Professional Services is requested	3 Days	1 Day	6 Hours	3 Days	1 Day	6 Hours
Level 4	<u>Mild</u> : The Imanami product can be used with only slight inconvenience. This includes all documentation issues	N/A	2 Days	1 Day	NA	2 Days	1 Day

*Severity 1 reported issues are for Production installs of the application only

**Escalated issues will still be owned by the Tier 1 Support Engineer who created the initial case