

## Support and Maintenance Team Matrix

Depending on the level of Maintenance Agreement purchased, Imanami's Support and Maintenance Team may will respond to your request as listed in the Severity level charts below. So depending on your Maintenance Agreement level, your Priority level, and the Severity of the issue will help us to triage how support cases will be handled.

All resolution times may be increased depending on the level of difficulty to resolve the issue, which will be determined on a case by case basis. All issues reported by other customers with the same maintenance level will be addressed in the order they are received.

### Gold – Priority Level 2

Severity	Criteria	Support Response Times:	Maintenance Team Response Times:
Severity 1	<b>Critical:</b> Proven complete failure of the Imanami product in the field. The product is unusable, resulting in data loss, directory corruption or significant impact to revenue.	4 Hours  Telephone Assistance	5 days—Temporary hotfix provided Included in next Service Release.
Severity 2	<b>Severe:</b> The Imanami product will operate but its operation is severely restricted. A workaround procedure is available.	6 hours  Telephone Assistance	10 days—Temporary hotfix provided Included in next Service Release.
Severity 3	<b>Moderate:</b> The Imanami product will operate with limitations that are not critical to the overall operation. For example, a workaround forces the systems operator to use a time-consuming procedure to achieve their objective.	2 Days  Online and Email Only	15 to 20 Days— Documented or workaround provided May be included in next Service Release if the issue is reported by multiple customers and is code related.
Severity 4	<b>Mild:</b> The Imanami product can be used with only slight inconvenience. All documentation issues fall into this severity level. Installation and configuration assistance fall under this criteria.	3 Days  Online and Email Only	Documented and pushed to a future GroupID RTM Version (e.g.: GroupID 7.x or 8.x)