



Priority Level / Service Level

- 1) Urgent** - An existing network is down, or there is a critical impact to the customer's business operation. ZCare, Partner and End User will commit full-time resources to resolve the situation.
- 2) Critical** - Operation of an existing network is severely degraded, or significant aspects of the customer's business operation are negatively impacted by unacceptable product performance. ZCare, Partner and End User will commit full-time resources to resolve the situation.
- 3) High** - Operational performance of the network is impaired while most business operations remain functional. ZCare, Partner and End user are willing to commit resources during standard business hours to restore services to satisfactory levels.
- 4) Normal** - Information or assistance is required on Cisco product capabilities, installation or configuration. There is clearly little or no impact to the customer's business operation. ZCare, Partner and End User are willing to commit resources during standard business hours to restore services to satisfactory levels.