

# OneCloud CPaaS

## Technical Support Service Level Agreements (SLA)

### SUPPORT HOURS & PROCESS

- Standard support hours are Monday to Friday from 8:30 AM – 5:00 PM Eastern Time excluding holidays.
- Trouble tickets are to be submitted to [cpaassupport@avaya.com](mailto:cpaassupport@avaya.com) .
- For **After Hours Emergencies**, call and leave a voicemail at **1-866-602-7227** . A technician will respond within 30 minutes of receiving the voicemail message.

**TIP:** You can access service status at [status.avayacloud.com](https://status.avayacloud.com). Subscribe for automated notifications and updates.

### TICKET SEVERITIES

#### Severity 1

- System failure which results in a critical impact to business operations with no viable Workaround. System has a safety and/or regulatory standard violation. Repeated and excessive downtime due to System failure is causing a customer loss of revenue.

#### Severity 2

- System failure which results in a service interruption or degradation impacting significant aspects of business operations. The Workaround is not accepted by the Customer. There is potential risk of losing actual or future revenue as a result of a System failure.

#### Severity 3

- System failure which prevents some functions from meeting the System specifications or cause particular features or functionality to be inoperative. Some business operations are impaired. System is usable with limitations that are not critical to overall operations. Workaround is in place.

#### Severity 4

- Cosmetic or documentation problem. General questions or advice on customer created scripts. Minimal business impact. Enhancement requests for System, documentation.

## STANDARD SEVERITY SLA

### Severity 1

- Support services shall use best efforts to resolve or reduce the severity via Workaround and/or Software Patch within one (1) business day of receipt of notice of such Problem. Support services shall provide an action plan within the same business day, and provide regular status updates. We shall review status after one (1) business day. A final resolution shall be identified in the action plan, with a permanent correction scheduled for not later than ten (10) business days.

### Severity 2

- Support services shall use reasonable commercial efforts to resolve or reduce the severity via Workaround and/or patch within two (2) business days of receipt of notice of such Problem. Support services shall provide an action plan within two (2) business days, and regular status updates. Support services shall review status after two (2) business days. A final resolution shall be identified in the action plan, with a permanent correction scheduled for not later than fifteen (15) business days.

### Severity 3

- Support services shall use reasonable commercial efforts to respond to the Problem within three (3) business days of receipt of notice of such Problem. Support services shall provide a final resolution within three (3) months or next scheduled release, whichever is sooner.

### Severity 4

- Support services shall use reasonable commercial efforts to respond to the Problem within three (3) business days of receipt of notice of such Problem. A final resolution will be determined and scheduled through mutual agreement between the customer and Avaya's Engineering team.