

## Support – Service Level Agreement

### Guaranteed response time

When the client raises a support issue, OTOLINK promises to respond to the issue and then resolve it in a timely fashion.

### Response times

The response time measures how long it takes OTOLINK to respond to a support request raised via OTOLINK Support Portal.

OTOLINK is deemed to have responded when it has replied to the client’s initial request. This may be in the form of an email, text messages or telephone call, to either provide a solution or request further information.

Guaranteed response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in this table:

	Issue severity (see <a href="#">Severity levels</a> section, below)		
	P1	P2	P3
Response within	2 hours	4 hours	1 business day

Response times are measured from the moment the client submits a support request.

Response times apply during standard working hours (9am — 6pm) UAE time Monday to Friday.

### Resolution times

The resolution time measures how long it takes OTOLINK support team to resolve or fix an issue raised.

Guaranteed resolution times only apply when the highest-priority items are affected by the most serious issues. In other situations, OTOLINK will make its best effort to resolve the issue as soon as possible.

	Issue severity (see <a href="#">Severity levels</a> section, below)		
	Severe problem	Intermittent problem	Minor problem
Temporary Correction (Workaround) Target	Within 1 business day	Within 1 week	Best effort
Permanent Correction (Resolution) Target	Within 15 business days	Within 30 business days or next appropriate Version or Release	Next appropriate Version, Release or Point Release

Response times are measured from the moment the client submits a support request to OTOLINK support Portal.

### Severity levels

The severity levels shown in the tables above are defined as follows:

- Severe problem: Non availability of the solution on a production system with acceptable workaround.
- Intermittent problem: No significant loss of functionality
- Minor problem: Minimal inconvenience and no loss of functionality