

App Support Service Level Agreement (SLA)

 The following SLA table applies to **Bug Fix Requests** in our [App Support portal](#)

Severity Level	Description of Severity	Response Times During Standard Business Hours (5am -5pm EST)
Level 1-Blocker (L1)	<ul style="list-style-type: none">Production environment issue from add-on resulting in down-time, resulting in a majority of users unable to perform their normal functions.	1 Day
Level 2-Critical (L2)	<ul style="list-style-type: none">Critical loss of Production environment functionality resulting in a high number of users unable to perform their normal functions.	1 Day
Level 3-Major (L3)	<ul style="list-style-type: none">Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions.Priority environment enhancement or alterations.	2 Day
Level 4-Minor (L4)	<ul style="list-style-type: none">Minor loss of environment functionality or product feature question.Non-priority requests for environment enhancements or alterations.	2 Day