

Severity & Response Table

SEVERITY LEVEL	DEFINITION	METHOD TO REPORT ISSUE	INITIAL RESPONSE	TARGET RESOLUTION	STATUS UPDATE	DETAILS
Sev 1	Production application down or major malfunction resulting in a product inoperative condition. Users are unable to reasonably perform their normal functions. The specific functionality is mission-critical to the business and the situation is considered an emergency.	Call the Support Line at (800) 708-1790- Choose Option 2 *Phone support - Direct line to a designated representative	30 Minutes (24x7)	Within 2 hours (24x7)	Every 1 hour (24x7)	SUMO will own hourly updates for Sev1 issues until the fix is deployed in production.
Sev 2	Critical loss of application functionality or performance resulting in a high number of users unable to perform their normal functions. Major feature/product failure; inconvenient workaround or no workaround exists. The product is usable but severely limited.	Call the Support Line at (800) 708-1790 - Choose Option 2 *Phone support - Direct line to a designated representative	1 hour (24x7)	Within 8 hours (24x7)	Every 2 hours (24x7)	SUMO owns status updates until the issue has been triaged.
Sev 3	Moderate loss of functionality or performance resulting in multiple users impacted in their normal functions. Minor feature/product failure, a convenient workaround exists/minor performance degradation/not impacting production.	http://help.sumoscheduler.com/log-a-case 8x5 Chat Support	2 hours	Reason for issue determined, if approved a fix date will be provided within 48 hrs	Once a day w/in SUMO Business Hours	
Sev 4	Minor loss of functionality, product feature requests, how-to questions. The issue consists of "how-to" questions including issues related to one or multiple modules and integration, installation and configuration inquiries, enhancement requests, or documentation questions.	http://help.sumoscheduler.com/log-a-case 8x5 Chat Support	2 hours	Reason for issue determined, if approved a fix date will be provided within 48 hrs	Once a day w/in SUMO Business Hours	