

## Priority Determination

Below are the priority classifications that Savant Technical Support uses to classify cases.

### Priority 1

An existing network is "down" or there is a critical impact to the customer's business operations. Savant and the customer will commit **any necessary** resources "around the clock" to resolve the situation.

### Priority 2

Operation of an existing network is severely degraded, or significant aspects of the customer's business operation are negatively impacted by inadequate performance. Savant and the customer will commit full-time resources during **customer's normal** business hours to resolve the situation.

### Priority 3

Operational performance of the network is impaired while most business operations remain functional. Savant and the customer are willing to commit resources during normal business hours to restore service to satisfactory levels.

### Priority 4

Customer requires information or assistance on Savant product capabilities, installation, or configuration. There is clearly little or no impact to the customer's business operation. Savant and the customer are willing to provide resources during normal business hours to provide information or assistance as requested.

### Priority 5

Project based work. No escalation.

**Warning:** Do not rely on E-mail, Web or Fax to submit Priority 1 or Priority 2 problems to Savant. If you open a case via e-mail or the Web, you can then call SAVANT Technical Support to escalate the case to a higher priority.