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| Service Level | Definition and Illustration of Typical use | Technician Onsite | Vendor Escalation | **Vendor Acknowledgement Escalation Updates** | Example | Time to Repair |
| 1 | Critical hardware failure and/or performance issues | 2 clock hours onsite (Unless otherwise agreed upon by customer and vendor)  (clock starts at the time customer initiates a service request) | Vendor shall provide upon award of contract | **Vendor shall provide a (30 min) initial escalation update and hourly updates until hardware failure and/or performance issues of the customer’s service request until it has been fulfilled** | Network core is completely down  Destruction of a key facility or component  Possible life-threatening situation  Widespread outages affecting significant numbers of staff | 8 clock hours (Unless otherwise agreed upon by customer and vendor)  (clock starts at the time customer initiates a service request) |
| 2 | Limited hardware failure and/or performance issues impacting mission critical application and/or services | 4 business hours onsite (Unless otherwise agreed upon by customer and vendor)  (clock starts at the time customer initiates a service request) | Vendor shall provide upon award of contract | **Vendor shall provide a (60 min) initial escalation update and twice -daily updates until limited hardware failure and/or performance issues impacting mission critical application and/or services of the customer’s service request until it has been fulfilled** | Network connectivity to a single building is lost  Loss of a single wiring closet  Loss of multiple wireless access locations  Widespread performance issues such as building or wiring closet | 16 business hours (Unless otherwise agreed upon by customer and vendor)  (clock starts at the time customer initiates a service request) |
| 3 | Non critical performance issues and outages | 16 business hours (Unless otherwise agreed upon by customer and vendor)  (clock starts at the time customer initiates a service request) | Vendor shall provide upon award of contract | **Vendor shall provide a (90 min) initial escalation update and daily updates Non critical performance issues and outages of the customer’s service request until it has been fulfilled** | Outages impacting ten (10) or less users | 40 business hours (Unless otherwise agreed upon by customer and vendor)  (clock starts at the time customer initiates a service request) |