

## Error Correction Response Time & Problem Resolution

Severity Level	Description	Response Time	Resolution Time
1	There is an Error that causes the Software to fail to function and/or crash the system on which the Software is installed.	2 hours	1 business day using commercially reasonable efforts
2	There is an Error that causes the Software to fail to operate in a material manner but does not render the system on which the Software is installed inoperable.	8 hours	2 business days using commercially reasonable efforts
3	There is an Error which produces an inconvenient situation in which the Software operates substantially in accordance with the Documentation but nevertheless causes or results in substandard or erratic performance.	3 business days	10 business days using commercially reasonable efforts
4	There is an Error which is minor or that is cosmetic in nature and does not result in reduced performance.	5 business days	New Software Update release
5	Informational question or feature request.	Optional at InContinuum's discretion	Optional at InContinuum's discretion