



1 - Critical	An error that causes Orchestrated to be down or functioning at a significantly reduced capacity. This <u>severely</u> impacts your business operations and no procedural workaround exists. Orchestra will promptly allocate additional resources to your request. Please have a dedicated representative available immediately to work on the issue with the first available technician.
2 - Major	A critical component of Orchestrated is unavailable or not functioning as designed. There is a major impact to portions of your business operations and no reasonable workaround exists. Orchestra will allocate additional resources if necessary to the resolution of your ticket. Please have a dedicated representative available same day to work on this request.
3 - Normal	An error that causes partial or non-critical loss of functionality within Orchestrated products and services. This has limited business impact, where a small number of users are affected.
4 - Minor	An error that causes minor impact on the use of Orchestrated, impacting only one of your users.
5 - Low	A request for a new feature, documentation, or an explanation of product functionality.