<table>
<thead>
<tr>
<th>Priority</th>
<th>Problem Description</th>
<th>Response Time</th>
</tr>
</thead>
</table>
| Level One (Critical) | ‣ Loss of data  
                          ‣ Data corruption  
                          ‣ Productive use prohibited  
                          ‣ No workaround available       | ‣ M-F, 7:00AM-7:00PM  
                          Central Time – Immediate  
                          ‣ Other (after hours and holidays) - Within 30 minutes of notification |
| Level Two (High)   | ‣ Primary purpose compromised  
                          ‣ Productive use significantly impacted  
                          ‣ Workaround generally not available | ‣ M-F, 7:00AM-7:00PM  
                          Central Time – Immediate  
                          ‣ Other (after hours and holidays) – Within one business hour of notification |
| Level Three (Medium) | ‣ Productive, but incomplete operation  
                          ‣ Workarounds generally available | ‣ M-F, 7:00AM-7:00PM  
                          Central Time – Immediate  
                          ‣ Other (after hours and holidays) – Within eight business hours of notification |
| Level Four (Low)   | ‣ Productive, mainly cosmetic in nature  
                          ‣ Workarounds or configurable options generally available | ‣ M-F, 7:00AM-7:00PM  
                          Central Time – Immediate  
                          ‣ Other (after hours and holidays) – Within eight business hours of notification |