SLA Easy Reference

For assistance with your Managed Service, please contact the Mach Technology **Service Desk** via either:

- Telephone: **1300-MACH-00** or (07) 5474 3331
- Email: **service@mach.com.au**
- the Dash: **http://dash.mach.com.au**

Note: If out of business hours leave a voicemail via the IVR prompts, which will be forwarded on to the duty engineer. Response / resolution per SLA (see over).

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SLA: Service Level Agreement

Priority 1 Mission critical / widespread service outages will be responded to within 15mins and resolved within 2hrs.

Priority 2 One or more major functions not available, but not widespread critical business impact, will be responded to within 1hr and resolved within 24hrs.

Priority 3 Isolated / small number of users affected, will be responded to within 4hrs and resolved within 48hrs.

This is an Easy User Reference - detailed aspects per current Mach Technology service policy (refer to current Product collateral on website and your Contract). Priority is a matrix metric that considers both Urgency & Impact.

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