



Birst service level objectives

Premium Support Plan

Severity level	Description	Target response time
S1: Production outage/ Critical application halted	<ul style="list-style-type: none"> Production system is unavailable for all users A complete loss of service in production system, or service is so severely impacted that you cannot reasonably continue operations 	2 hours
S2: Major impact	<ul style="list-style-type: none"> Non-production system is unavailable to all users Production system is unavailable for many users (e.g., department-wide) A defined critical business process is impaired, causing serious disruption to operations Major business process in production system is halted, and no acceptable workaround exists 	4 hours
S3: High impact	<ul style="list-style-type: none"> Non-production system is unavailable to some users Production system is unavailable for some users Major business process is impaired, causing disruption to daily functions 	1 Business day
S4: Standard	<ul style="list-style-type: none"> Questions regarding functionality of the software, a non-critical issue, or issues where an acceptable workaround exists 	2 Business days

Customer Success Plus Program

Severity level	Description	Target response time
S1: Production outage/ Critical application halted	<ul style="list-style-type: none"> Production system is unavailable for all users A complete loss of service in production system, or service is so severely impacted that you cannot reasonably continue operations 	1 hour
S2: Major impact	<ul style="list-style-type: none"> Non-production system is unavailable to all users Production system is unavailable for many users (e.g., department-wide) A defined critical business process is impaired, causing serious disruption to operations Major business process in production system is halted, and no acceptable workaround exists 	2 hours
S3: High impact	<ul style="list-style-type: none"> Non-production system is unavailable to some users Production system is unavailable for some users Major business process is impaired, causing disruption to daily functions 	8 hours
S4: Standard	<ul style="list-style-type: none"> Questions regarding functionality of the software, a non-critical issue, or issues where an acceptable workaround exists 	12 hours



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