

**Severity Level / Remote Response Time Table**

<b>Severity Level</b>	<b>Definition</b>	<b>Issue Acknowledgment</b>	<b>Begin Work</b>	<b>Standard Principal Coverage Period (PCP)</b>
1 ("Urgent")	Product is not available and no workarounds are available. Siemens places top priority on the technical issue and all necessary resources are immediately assigned to the issue.	Within 60 minutes once issue is logged by customer	Within 60 minutes once issue is logged by customer	24x7 for technical support
2	Product functionality is not working according to product specifications and significant business processes are not being met, but a workaround is available. Work is generally performed during normal business hours.	Within 60 minutes once issue is logged by customer	Once call is logged, work is initiated within 4 hours during the PCP.  If call is placed outside of PCP hours, work will begin the next business day	8:00am - 5:00pm (PCP)*  Monday – Friday (excl. holidays)
3	Minor product functionality is not working according to product specifications; minor business processes cannot be met partially or in full, or product enhancement request(s) by the customer are made. Work is generally performed during normal business hours.	Within 12 hours once issue is logged by customer	Once call is logged, work is initiated within 8 hours during the PCP  If call is placed outside of PCP hours, work will begin the next business day	8:00am - 5:00pm (PCP)*  Monday –Friday (excl. holidays)

Note: Principal Coverage Period is based on customer time zone.