

Level	Business Impact
<b>Severity 1</b>	<b>Catastrophic</b> The Subscribed Service is unavailable for a majority of Authorized Users
<b>Severity 2</b>	<b>Critical</b> Critical business functionality of the Subscribed Service (e.g., adding plans or clients) is unavailable for a majority of Authorized Users
<b>Severity 3</b>	<b>Moderate</b> Critical business functionality of the Subscribed Service is impacted for a majority of Authorized Users, but a reasonable workaround exists
<b>Severity 4</b>	<b>Minimal</b> Business functionality of the Subscribed Service is substantially available with minor or no impediments to the Subscribed Service for a majority of Authorized Users, and the issue has little or no impact on Customer's daily business process