

Annex 4 – Scope of Basic Support and Support+

Issue	Response & Reaction time	Basic Support	Support+
Critical (the computer system doesn't launch, the VR system doesn't launch or crashes for more than once per hour)	Response time	12 hours (phone, IM)	4 hours (phone, IM)
	Resolution time	1 week	72 hours
Major (VR is not tracking properly, the ice is rotated, hockey stick is not visible, players can't log-in, login to the cloud platform doesn't work, user management, training plan management at the cloud doesn't work)	Response time	12 hours (mail, phone, IM)	8 hours (mail, phone, IM)
	Resolution time	1 week	72 hours
Minor (hockey stick doesn't vibrate, system can't load statistical data, data analytics at the the cloud platform doesn't work, or other)	Response time	24 hours (mail, IM)	24 hours (mail, IM)
	Resolution time	2 weeks	1 week