

SIPHON TAC

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How does SIPHON assign severity to a ticket?

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Respond is provided with a default level of service for all problems, incidents and questions. Our response times are based on the severity of the incident which you raise with us. Our severity classifications are indicated below.

The Severity of the incident is the technical measure of the impact of the incident on your product and or service. Since this is difficult for us to determine without information from you, it is helpful if you can ascertain whether this incident affects all or only a portion of the system; whether the impact is service affecting; whether a temporary workaround exists etc. All of this information is used by our TAC team to evaluate the severity of the incident. Our severity levels are based around the TL9000 incident categorisations:

Severity	Description
Critical	Problems that severely affect call processing service, traffic, and require immediate corrective action (24x7). <ul style="list-style-type: none">• A total or partial outage. Call processing is down for a large group of users (>10% of users)• Mission critical operations are severely impacted and there is no workaround• Emergency calls (911/112/999) are not reliably working
Major	Urgent problems that significantly affect system operation, maintenance, backup, provisioning, administration, and require fast attention. <ul style="list-style-type: none">• There are call processing issues with a small group of users (<10% of users)• System performance is degraded, but still able to handle load• Loss of any administrative, maintenance, or diagnostic capability• There is no reasonable workaround
Minor	Problems that do not significantly impair the functioning of the system and do not significantly affect service to customers. <ul style="list-style-type: none">• Problem is not service affecting or has little impairment of the function of the system• There is a reasonable workaround• The issue is only affecting a new provisioning action and not affecting existing users.
Informational	You need to inform us of an activity, need advice, or need some general information. <ul style="list-style-type: none">• Inform us of an upgrade or maintenance activities• Configuration questions, usability issue, documentation suggestion• There is an easy workaround or no workaround is required

In addition to the severity, you can also indicate a business priority for an incident. Whilst this does not affect our

SLAs, it allows us to better understand how this incident affects your business from a commercial perspective. For example, an issue may have a minor impact, but may for commercial reasons require expedient resolution.

For critical cases, the only possible priority is Urgent. Note that a Critical case immediately triggers the Major Incident response policy. Lab systems by definition cannot trigger a major incident response as they do not impact large numbers of customers simultaneously and so you may only raise Major cases or lower on these systems.

These priorities apply to questions, incidents and problems only - not to feature requests.

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