Service Performance, Corrective Action and Credits

Severity	Definition	Response Time	Target Resolution/Workaround
S1 – Critical	System down, no workaround, data loss/security incident	1 business hour	4 business hours
S2 – High	Major function impaired, workaround exists but painful	2 business hour	8 business hours
S3 – Medium	Minor function impaired, easy workaround	4 business hours	3 business days
S4 – Low	Cosmetic, documentation, enhancement requests	1 business day	Next scheduled release

Escalation path: COR is notified when a tier's clock lapses.

Severity reclassification process — COR and contractor project manager can agree to change severity mid-ticket.

Response time and resolution windows are governed by EST.

Root-cause analysis (RCA) required for all S1s within 15 business days.

Uptime measurement: the COR will make automated requests to various platform pages looking for 2XX responses each minute. Two consecutive non-2XX responses will be considered downtime.

Definitions

- Response: acknowledgment + assigned engineer
- Resolution: fix or accepted workaround.

Service Credits

Missed target	Service Credit
99% - 100%	0% of monthly fees
98% - 98.99%	5% of monthly fees
95% - 97.99%	10% of monthly fees
Less than 95%	20% of monthly fees
Each missed response time or target resolution window	1% of monthly fees

Schedule Maintenance Windows

Defined maintenance window of Sundays 12:00 AM–9:00 AM Eastern. Advanced notice of 8 hours for emergency/critical patches. Only maintenance performed within the announced window and duration counts as excluded; overruns count against uptime. Unscheduled/emergency maintenance requires immediate notice to COR.