



## IPitimi Task Classification Based Upon Level of Risk to Production Services

Maintenance activities requiring access to production network elements are classified by the risk representing to the continuous availability of the IPitimi services as explained below:

### LOW RISK

Transparent for users at every level

- No impact to active/primary services
- No service outages
- No service disruption or service interruption to be experienced by IPitimi, Service Providers or end-users
- No Interruption in the availability of identified secondary and/or stand-by components that may result in loss of redundancy for non-essential and/or core services.

### MEDIUM RISK

Transparent for users at every level

Interruption in the availability of identified secondary and/or stand-by components that will result in loss of redundancy for non-essential services.

- No impact to active/primary services
- No service outages
- No service disruption or service interruption to be experienced by IPitimi, Service Providers or end-users

### HIGH RISK

Interruption in the availability of identified secondary and/or standby-by components that will result in loss of redundancy for core services and where in the event of a failure in the primary components call services will be degraded

- Possible call service degradation
- Possible service disruption or short-term service interruption to be experienced by IPitimi, Service Providers or end-users

### CRITICAL RISK

Call services will be degraded or interrupted for a quantified period of time.

- Service outages or disruptions
- Service interruptions or limited access to all services or core services experienced by IPitimi, Service Providers and end-users

IPitimi will always try to notify clients with as much advanced notice as possible when scheduling maintenance activities. Please contact our Customer Support Center to report any service issues by sending an email to [support@ipitimi.com](mailto:support@ipitimi.com) or calling our support line at (512) 275-4300 x4000.