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Error classification and response times [1]

When completing an RFS, you can choose among the following error classifications:

1. **High** (Severity 1)
All users at one site are affected. The DME Gateway system is not working, and may not be accessible through on-line connection channels. System cannot be restarted.
Expected response time: 4 business hours.
2. **Medium** (Severity 2)
The DME Gateway system is working and accessible. Critical functionality is not available / not working for more than 10% of devices. No workaround available as yet.
Expected response time: 6 business hours.
3. **Low** (Severity 3)
The DME Gateway is working and accessible. Non-critical functionality is not available / not working.
Expected response time: 2 business days.
4. **None** (Severity 4)
A suggestion, question, or observation.
Expected response time: Not defined.

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Links

[1] <https://resources.solitonsystems.com/support/error-classification-and-response-times>