

# Support Service Levels



**CLOUD SUPPORT**  
**STANDARD**

**ON PREMISE SUPPORT**  
**STANDARD**

Level 1

- Usage Information
- Basic Troubleshooting
- Functional Assistance



Level 2

- Installation & Configuration
- IT Administration
- Advanced Troubleshooting
- Issues Diagnostic & Reproduction



Level 3

- Investigation of Software Issues referred from Level 2
- Cumulative patches and/or Update Releases
- One-off Patches for P1 issues (if required)
- Workaround & Procedures



Updates

- Software Updates
- New Releases



Support Portal

- Portal Access 24/7 Support



Access to Tutorials

- Access to "How To" documentation & Tutorial/Explainer Videos



# Ticket Priority Levels

Priority 1  
(P1)

Blocker

**Priority 1 (P1)** = Total disruption of service for majority of staff. Staff are unable to access the software or are unable to perform significant business operations.

Priority 2  
(P2)

Medium

**Priority 2 (P2)** = Partial system outage effecting portion of the application and staff group. Moderately affecting functionality.

Priority 3  
(P3)

Low

**Priority 3 (P3)** = Unable to perform common business operation. Standard usage issue such that user functionality is somewhat disrupted, or a workaround is present.

Priority 4  
(P4)

Nil

**Priority 4 (P4)** = System advice or enquiry. Low level issue or question related to issue or functionality not causing operational issue.



## Support

Libero customers can raise a support ticket by emailing [support@libero.com.au](mailto:support@libero.com.au) or logging the request via the Libero Self-Service Portal, <https://exchange.libero.com.au>, where all tickets and responses can be managed.

## Information

For more information about Libero please contact your Account Manager.