Parallels Remote Application Server, Parallels Secure Workspace, Parallels DaaS and Parallels Browser Isolation Ticket Severity

- Parallels Remote Application Server
- Parallels Secure Workspace
- Parallels DaaS
- Parallels Browser Isolation

Severity 1 (Urgent)

Description: Remote Application Server or Secure Workspace Production or Parallels DaaS or Parallels Browser Isolation environment is completely down, preventing any user connections. No workaround is immediately available.

Example: Parallels Remote Application Server or Parallels Secure Workspace or Parallels DaaS or Parallels Browser Isolation production environment is completely inoperative or failure of critical product components is preventing users from successful connection to the environment.

Customer Responsibility: Customer is required to have a direct contact available at all times while Parallels Support Team is troubleshooting the issue.

Severity 2 (High)

Description: Parallels Remote Application Server Farm or Parallels Secure Workspace or Parallels DaaS or Parallels Browser Isolation is functioning. However, some of the critical functionality is not working affecting the majority of users.
Examples:

- A critical feature is not running or else is operating with severe performance issues.
- Remote Application Server Farm or Secure Workspace or Parallels DaaS or Parallels Browser Isolationis functioning, but unavailable to a minority of users.

Customer Responsibility: Customer is required to have dedicated resources available at all times while Parallels Support is troubleshooting the issue.

Severity 3 (Normal)

Description: Customer is able to operate, although suffering partial non-critical loss in functionality.
Example: End-users having performance issues, but are still able to work effectively.
Customer Responsibility: Customer will have resources available upon request as required by Parallels Support Team.

Severity 4 (Enhancement)

Description: Customer has general how-to questions, minor cosmetic issues, or general usage questions.
Examples:

- General How-to Questions
- Requests for information about software usage
- Missing or erroneous documentation
- Feature Requests

Customer Responsibility: Customer will have resources available upon request as required by Parallels Support Team.

Guaranteed response time

Prompt responses to your questions are our top priority. We are committed to delivering worldwide support around the clock with the following guaranteed response times:

- **Severity 1** requests: 2 hours;
- **Severity 2** requests: 4 hours;
- **Severity 3** requests: 12 hours;
- **Severity 4** requests: 48 hours.

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