

- Sandata's Service Level Standards
 - Priority 1 - Critical – defined as the provider cannot operate a core piece of their business – response is within 4 hours with progress reported every 4 hours, then daily as progress continues.
 - Priority 2 – High/Major – defined as provider operations are impacted, slowed or hampered by deficiency/defect but there is a viable workaround but it may be inconvenient or have a significant impact of time – Response within 1 business day. Daily updates then weekly as the investigation continues.
 - Priority 3 – Low/Minor – defined as a deficiency/defect that impacts provider but there is a viable workaround with no impact. Response is within 1 week with monthly updates.