Problem Response Time and Availability targets Tier-1 Centres - Abridged				
Service	**Maximum delay in responding to operational problems (hours)**			**Availability**
	Service interruption	**Degradation of the service**		
		> 50%	**> 20%**	
Acceptance of data from the Tier-0 Centre during accelerator operation	12	12	24	99%
Other essential services – prime service hours	2	2	4	98%
Other essential services – outside prime service hours	24	48	48	97%

Some asymmetry between T0-T1 services, as well as inconsistencies between related services (e.g. networking service)