

SLA
v1.0 2025-11-06

Scope
RCA

Severity & Response
Severity
P1
P2
P3
P4
SLA
P1 30 2-4 8 RCA 72
P2 1 4-8 1 RCA 3
P3 4 1-2 3
P4 1 3-5

Service Window
09:00-18:00

Dispatch & Reporting
RCA

NDA & Security
NDA
LOG 6-12

Pricing & Penalty
SLA
SLA *X%

Contacts & Escalation
L1 Email/Phone/IM
L2
L3

SOW