

Customer Support Service Level Agreement (SLA) Policy

Version 1.0 | Effective January 1, 2026 | Standard and Enterprise editions

Fictional policy for this tutorial. These terms are sample data, not CloudSigma service commitments.

1. Support hours

Standard: weekdays, 09:00-18:00, excluding public holidays.

Enterprise: 24 hours a day, 7 days a week.

2. Incident severity

Level	Classification
P1	Production is completely unavailable, core business operations are interrupted, and no viable workaround exists.
P2	Production is severely degraded and core functions are significantly affected, but a temporary workaround exists.
P3	Some non-core functions are affected, but business operations can continue.
P4	General questions, configuration guidance, or improvement suggestions.

3. Initial response targets

Edition	P1	P2	P3	P4
Enterprise	15 minutes	1 hour	4 hours	Next business day
Standard	1 hour during support hours	4 hours during support hours	Next business day	2 business days

An initial response means that support staff have acknowledged the incident and started handling it. It does not mean that the issue has been resolved. Resolution time depends on the cause, the remedy, and customer cooperation.

4. SLA exclusions

The incident response SLA excludes:

- Planned maintenance announced at least 3 days in advance, and unavailability confirmed to result directly from that maintenance.
- Issues caused directly by customer misconfiguration, unauthorized changes, or failure to follow required procedures.
- Issues caused directly by third-party services selected by the customer or external networks.
- Service interruptions caused by force majeure.

If it is not yet clear whether an exclusion applies, support should continue collecting evidence. After confirming that the incident is not excluded, classify its actual business impact and apply the corresponding response target.

5. Escalation rules

- Enterprise P1: if no initial response has been received after 15 minutes, escalate to the emergency support lead.
- Enterprise P2: if no initial response has been received after 1 hour, escalate to the duty manager.
- Escalation does not change the severity level or promise resolution within the initial response target.

6. Assessment sequence

First confirm the service edition and incident time. Then check the SLA exclusions. Only after confirming that an incident is not excluded should you determine its severity and match its initial response target.

Tutorial note

All customers, service levels, time targets, and rules in this document are fictional. Use this material to practice document import, knowledge-base questions and answers, and RAG semantic configuration.