Contoso Software – SLA Response Times and Escalation

This document specifies the expected response times, update frequency, and communication requirements for each incident severity level defined in the Contoso Software SLA.

Response Time Matrix

Severity	Initial Response	Update Frequency	Customer Communication
SEV-1	15 minutes	Every 30 minutes	Immediate and continuous
SEV-2	1 hour	Every 2 hours	Within 2 hours
SEV-3	4 hours	Daily	Business hours only

For SEV-1 incidents exceeding 60 minutes, mandatory escalation to senior engineering leadership and customer success management is required. Communication updates must remain factual and avoid speculation until root cause analysis is completed.

Planned maintenance activities are excluded from SLA enforcement when properly communicated. Unplanned maintenance may temporarily suspend SLA targets if necessary to ensure system integrity.