

Contoso Software – Service Level Agreement (SLA) Definitions

This document describes the Service Level Agreement (SLA) framework adopted by Contoso Software. The SLA defines service availability expectations, incident classification criteria, response obligations, and communication standards applicable to all production systems operated by the company.

Purpose and Scope

The purpose of this SLA is to ensure consistent and predictable handling of incidents affecting Contoso Software services. This document applies to all customer-facing systems, internal platforms, and critical infrastructure components unless explicitly stated otherwise.

Incident Severity Classification

SEV-1 (Critical)

A SEV-1 incident represents a complete outage or severe degradation of a critical service. This includes scenarios where billing, authentication, or core platform functionality is unavailable for more than 50% of active customers. Immediate action is required.

SEV-2 (High)

A SEV-2 incident causes significant service degradation but does not result in a full outage. Customers may experience reduced functionality or intermittent errors.

SEV-3 (Medium)

A SEV-3 incident has limited impact, affecting a small subset of users or non-critical features.

Response and Communication Obligations

Incidents classified as SEV-1 require an initial response within 15 minutes of detection. Engineering teams must immediately acknowledge the incident and initiate mitigation activities. Affected customers must be notified without delay through approved communication channels.

For SEV-2 incidents, the expected initial response time is one hour. Customer communication should occur within two hours if user impact is confirmed.

Contractual Commitments

Failure to meet the response and communication targets defined in this SLA may result in contractual penalties, service credits, or escalation to executive leadership, depending on customer agreements.

Exceptions and Maintenance Windows

Scheduled maintenance windows that have been communicated to customers at least 72 hours in advance are excluded from SLA penalties. Emergency maintenance may be performed when required to protect system integrity or security.