NOC Response Time Policy

Our goal is to provide exceptional customer service and respond to all customer inquiries in a timely manner. Our response time policy is as follows:

- 1. **Severity 1:** Critical Issues (Outage) 30 minutes or less
 - When a critical issue is detected, the NOC team will respond within 30 minutes or less to begin investigating and addressing the problem.
- 2. Severity 2: Major Issues (Service Degradation) 2 hours or less
 - When a major issue is detected, the NOC team will respond within 2 hours or less to begin investigating and addressing the problem.
- 3. **Severity 3:** Minor Issues (Service Interruption) 4 hours or less
 - When a minor issue is detected, the NOC team will respond within 4 hours or less to begin investigating and addressing the problem.
- 4. **Severity 4:** General Inquiries 24 hours or less (week days)
 - When a general inquiry is received, the NOC team will respond within 24 hours or less to address the inquiry.

Email Correspondences

Severity Level	Description	Week Days	Weekends
S1	Critical Issues	15 to 30 minutes	30 minutes
S2	Major Issues	1 to 2 hours	2 to 4 hours
S3	Minor Issues	4 hours	4 to 8 hours
S4	General Inquiries	Up to 24 hours	off days

Direct Channels (WhatsApp & Skype)

Severity Level	Description	Week Days (minutes)	Weekends (minutes)
S1	Critical Issues	1 to 5	1 to 5
S2	Major Issues	5 to 15	15 to 30
S3	Minor Issues	15 to 60	30 to 60

Please note that response times may vary depending on the complexity of the issue and the availability of information required to resolve the inquiry. However, we will keep you informed of our progress and provide regular updates until the issue is resolved to your satisfaction.

We appreciate your business and value your time. Our commitment is to provide you with the best possible customer experience, and we will do everything in our power to meet and exceed your expectations."

NOC Service Level Agreement

Introduction

- This service level agreement ("SLA") defines the level of service provided by the Network Operations Center ("NOC") to its customers.
- The NOC provides 24/7 monitoring and management of network infrastructure and services.
- This SLA outlines the responsibilities of both the NOC and the customer, and establishes the guidelines for measuring and reporting service levels.

Objectives

- Our primary objectives are to ensure the availability, reliability, and performance of the network infrastructure and services.
- The NOC will monitor the network infrastructure and services for any issues, and take necessary actions to resolve them in a timely manner.

Scope of Services

- The NOC will provide 24/7 monitoring and management of the network infrastructure and services, including:
 - Network devices (routers, switches, firewalls, etc.)
 - Servers (physical and virtual)
 - Applications and services (e.g., email, web, DNS)
 - Security systems (e.g., intrusion detection and prevention)
- The NOC will also provide incident management services, including:
 - Identification and logging of incidents
 - Prioritization and classification of incidents
 - Investigation and diagnosis of incidents
 - Resolution and closure of incidents

Service Levels

- The NOC will provide the following service levels:
 - Availability: The network infrastructure and services will be available 99.9% of the time, measured on a monthly basis.
 - Incident response time: The NOC will respond to incidents within 15 minutes of notification during week days and up to 30 minutes on weekends.
 - Incident resolution time: The NOC will resolve incidents within the following timeframes, based on their severity level:
 - ✓ Severity 1: Critical (e.g., complete outage) 1 hours
 - ✓ Severity 2: Major (e.g., significant degradation of service) 2 hours
 - ✓ Severity 3: Minor (e.g., minor degradation of service) 4 hours

Customer Responsibilities

- The customer must provide the NOC with access to all necessary network infrastructure and services for monitoring and management purposes.
- The customer must promptly report any incidents or issues to the NOC, and provide all necessary information and assistance to facilitate their resolution.
- The customer is responsible for ensuring that all software, hardware, and configurations comply with the NOC's requirements and standards.

Reporting and Escalation

- The NOC will provide regular reports to the customer on the status of the network infrastructure and services, including any incidents and their resolution.
- The customer may escalate any issues or incidents to the NOC's management team if they are not satisfied with the NOC's response or resolution.

Termination

- Either party may terminate this SLA upon 30 days' written notice to the other party.
- In the event of termination, the customer will be responsible for any outstanding fees and charges for services rendered up to the termination date.

Amendments

• This SLA may be amended by mutual agreement of the parties in writing.

Governing Law

• This SLA will be governed by and construed in accordance with the laws of [insert jurisdiction].