

Support SLAs & Escalation

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1. SLA Targets

- P1: first response within 1 hour
- P2: first response within 4 hours
- P3: first response within 1 business day

2. Escalation

Escalate P1 issues to on-call engineering immediately.

3. Notes

This document is confidential and intended for internal use only. If you have questions, contact the Policy Owner listed in the Responsibilities section.