

MCP Inc. Service Level Agreement (SLA)

Update Date: 2023.5

Status: This document is no longer valid. OBSOLETE!

Important Notice

This SLA version (last updated May 2023) has been officially retired.
Please **do not use this document** for any contractual, operational, or service reference.
For all active agreements and operational standards, refer to the **new SLA document**.

Why This SLA Was Retired

- Major service model changes in late 2023
- Introduction of new product tiers and differentiated response targets
- Updated compliance to meet revised ISO/IEC 27001:2022 standards

Historical Reference Only

This earlier SLA is retained for internal historical reference. Any performance metrics, guarantees, or terms found below are superseded.

1. Service Availability (Legacy)

99.9% monthly uptime guarantee for cloud hosting services.

2. Incident Response Times (Legacy)

Priority	Response Time	Resolution Time
Critical (P1)	30 min	8 hours
High (P2)	2 hours	24 hours

Priority	Response Time	Resolution Time
Medium (P3)	4 hours	3 business days
Low (P4)	8 hours	5 business days

3. Scope of Coverage (Legacy)

Covered legacy products: MCP Cloud 1.0, MCP Insight 2021 edition, MCP CRM v4.x

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