

# Incident Response Time Agreement

## Managed IT Services

This Incident Response Time Agreement ("Agreement") establishes the target response times for incident support as part of managed IT services between:

- **Service Provider:** \_\_\_\_\_
- **Client:** \_\_\_\_\_
- **Effective Date:** \_\_\_\_\_

### 1. Scope

This Agreement applies to all incident support requests submitted by the Client to the Service Provider within the contracted service hours. The objective is to acknowledge and initiate response to incidents according to the following priority levels.

### 2. Incident Prioritization and Response Times

Priority Level	Description	Target Response Time
Critical	Complete system outage or significant impact on business operations	1 Hour
High	Partial loss of service or major function affected	2 Hours
Medium	Limited impact, workaround possible	4 Hours
Low	Minor issue, no significant business impact	8 Hours

### 3. Definitions

- **Response Time:** The time between submission of an incident by the Client and acknowledgment/initiation of response by the Service Provider.
- **Business Hours:** \_\_\_\_\_

### 4. Exclusions

- Incidents arising from causes beyond the Service Provider's control (e.g., natural disasters, power outages, third-party services) are excluded from these response time targets.

### 5. Agreement Review and Modification

This Agreement may be reviewed and updated upon mutual consent by both parties.

\_\_\_\_\_  
Service Provider Signature

\_\_\_\_\_

Client Signature

**Date:** \_\_\_\_\_