

Issue Resolution Timeline SLA Sample

Service Level Agreement (SLA) - Issue Resolution Timeline

PRIORITY LEVEL	DESCRIPTION	INITIAL RESPONSE TIME	RESOLUTION TARGET
Critical	System outage or major business impact	1 hour	4 hours
High	Significant impact, no workaround available	2 hours	8 hours
Medium	Minor impact, workaround available	4 hours	24 hours
Low	Minimal impact, general inquiry	8 hours	3 business days

Note: The above timelines are guidelines for standard issue resolution under typical operating conditions. All times refer to business hours unless specified otherwise.