

SERVICE COMMITMENTS

Our SLA & service commitments

Every managed agreement carries a written SLA, measured and reported monthly. "Managed" means accountable — here is what we commit to.

Response & resolution targets

Priority	Definition	Response	Resolution
P1 — Critical	Business down or active security incident	30 minutes	Continuous until resolved
P2 — High	Major function impaired; workaround exists	2 business hours	1 business day
P3 — Medium	Single user or minor issue	4 business hours	2 business days
P4 — Request	Change, onboarding or service request	1 business day	Scheduled / as agreed

Business hours by default; extended and 24/7 cover available on any plan.

What you get every month

- ✓ A responsive helpdesk within agreed response times
- ✓ Plain-language reporting on tickets, patching, backups and security posture
- ✓ Regular IT strategy reviews — where your IT is heading, not just what broke
- ✓ A documented environment and, for regulated firms, audit- and ODD-ready evidence

Our commitments to you

- ✓ **No lock-in tricks** — 12-month term, billed quarterly; we run alongside your current setup for the first 30 days
- ✓ **You own your data and documentation** — always; if you ever leave, we hand everything over cleanly
- ✓ **A named account manager** and a defined escalation path to a senior engineer

Want the full agreement and a proposal scoped to your firm? Email enquiry@komstadt.com.