



Service Level Objectives

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This document explains how Kortech, Inc. classifies support requests and measures service milestones. The customer's accepted support schedule establishes the actual coverage windows, response targets, escalation channels and any contractual remedies. Public availability of this document does not establish a universal response time or a continuously staffed help desk.

1 Coverage and Intake

The applicable support schedule identifies ordinary support hours, time zone, holidays, maintenance windows, after-hours handling and onsite boundaries. Monitoring, staffed support and on-call escalation are separate forms of coverage. Requests must use the designated intake for the purchased service. Critical incidents outside ordinary hours follow the agreed emergency escalation process; an unmonitored mailbox is not an emergency response channel.

2 Priority Definitions

Priority 1 - Critical: a covered essential service is unavailable to the business, or an active serious security event requires immediate triage.

Priority 2 - High: a major degradation or issue affects multiple users and has a limited workaround.

Priority 3 - Normal: an individual or noncritical function is affected and a workable alternative exists.

Priority 4 - Planned: an information request, approved change or scheduled task requires coordination rather than immediate restoration.

Priority reflects documented business impact and may change as facts develop. A security incident also follows applicable data-notification duties; ticket priority does not postpone them.

3 Response and Resolution

First response means a qualified person acknowledges the issue and begins triage. An automated receipt is not a first human response. A workaround, service restoration and permanent resolution are distinct milestones. The support schedule determines their applicable targets and communication cadence.

4 Measurement and Dependencies

The clock follows the agreed intake and purchased coverage window. Records distinguish receipt, first response, updates, restoration and closure. Any permitted pause identifies its cause and next follow-up. Customer access, third-party response, replacement equipment and other dependencies may affect restoration, but do not automatically excuse an agreed response or communication duty.

Reports identify the measurement period and any applicable exclusions. Backup recovery objectives and service uptime measures require their own definitions and are not inferred from help-desk response figures.

5 Objectives and Service Levels

Operational objectives are not guarantees unless the accepted agreement expressly establishes a contractual service level and remedy. Any uptime commitment or service credit must identify the covered service, measurement, exclusions, eligibility and calculation. No unspecified credit or universal resolution deadline is created by this document.

6 Review

The parties review performance, recurring incidents, missed objectives and corrective actions at the agreed cadence. Material changes to purchased coverage or targets require the applicable agreement's change process.