

DOaaS SLA

Service Level Agreements

Tier	Response Time	Setup Time	Monitoring
Starter	≤ 48h	5-7 days	No
Pro	≤ 24h	3-5 days	Basic
Enterprise	≤ 12h	2-4 days	Full + Alerting

“ Monitoring and alerting requires integration with GrintOps Stack or your preferred tools.

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