

# DSOaaS SLA

## Service Level Agreements

| Tier       | Response Time | Onboarding Time | Alerts                 |
|------------|---------------|-----------------|------------------------|
| Starter    | ≤ 48h         | 3-5 days        | Weekly                 |
| Pro        | ≤ 24h         | 2-4 days        | Daily                  |
| Enterprise | ≤ 12h         | 1-3 days        | Realtime + SIEM export |

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