

# Custom SLA & Scope Adjustments

## When to Request Custom SLA

- Business-critical systems
- Government & compliance-regulated entities
- Need for faster turnaround or integration SLAs

## Scope Adjustments May Include

- Extended monitoring window
- Overnight delivery for urgent assessments
- Integration into internal systems (via API or GitOps)

## Request Process

1. Contact [sales@grintops.com](mailto:sales@grintops.com) or open a request via portal
2. Proposal reviewed within 2–3 working days
3. Sign SLA Addendum before activation

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