

Service Level Agreement (SLA) Overview

Coverage

All GrintOps services (except OSaaS Starter) are covered under SLA. Scope includes:

- Response time to support requests
- Uptime guarantees for active services
- Delivery timeline for reports

SLA Tiers

Plan	Response Time	Report Delivery	Uptime Commitment
Starter	≤ 48h	5-7 days	N/A
Pro	≤ 24h	3-5 days	99.5%
Enterprise	≤ 12h	1-3 days	99.9%

“ Enterprise plans may request custom SLA terms.