

## Response SLA (recommended)

Issue type	Owner	First response target
Pre-sales product questions	Sales / Channel support	Within 1 business day
Setup / installation help	L1 Partner → L2 Tech	Within 1 business day
Quality issue / defect claim	After-sales / RMA	Within 2 business days
Urgent escalation (business)	HQ partner manager	Same business day (best effort)