

Custom SLA Handling

INTERNAL — Helix CS Operations (scanned doc)

OVERVIEW

Some Enterprise customers have custom SLAs negotiated in their contracts. CS must know which customers have which SLAs and respond accordingly.

FINDING CUSTOMER SLA

Account record in admin panel → Contracts → SLA terms. If absent, default Enterprise SLA applies (1-hour response, 99.9% uptime, 24/7 support).

COMMON CUSTOM SLA TERMS

Faster response time (15-min, 30-min). Higher uptime guarantee (99.95%, 99.99%). Named support engineer. Quarterly business review. Custom credit terms for SLA violations.

WHEN AN SLA IS BREACHED

Document the breach in the customer's record immediately. Calculate credit owed per contract terms. Notify customer proactively — do not wait for them to discover the breach. CS leadership reviews all breach credits.

RESPONSE TIME SLAs

Use the SLA tag in support tooling. Tagged tickets are surfaced to the on-call CS rep in real time. The clock starts at ticket creation and stops at first substantive response (not auto-acknowledgment).

UPTIME SLAs

Calculated monthly. Uses the public status page at <https://status.helix.io> as source of truth. Maintenance windows are excluded if announced 7+ days in advance.

ESCALATION

For ongoing issues with SLA-customers, immediately loop in the account team. Do not let issues sit in queue overnight without an update.