

# Service Level Agreement SLA, Priority, and Escalation Inquiries [ Response ]

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Thank you for your request regarding first-contact response times and estimated time-to-resolution service levels. Our parent company made a strategic decision several years ago not to publish or contractually commit to specific SLA metrics for response or resolution times. Instead, we focus on clearly defining case priority levels and ensuring that each issue is handled with the appropriate urgency and resources.

Below is an overview of our priority structure, which guides how we triage and manage all incoming cases:

## **Priority 4 – Low (Info)**

Issues that do not affect product functionality or the user's ability to work. These typically involve how-to questions, feature requests, or non-urgent feedback.

## **Priority 3 – Moderate (Minor)**

Issues affecting a single user without significantly impacting their ability to use the product. Examples include minor bugs, isolated performance issues, or configuration assistance.

## **Priority 2 – High (Major)**

Issues where a major feature or service is impaired, impacting productivity for multiple users or delaying an upcoming implementation milestone. Workarounds may exist but are not ideal.

## **Priority 1 – Critical**

Issues involving total system failure, life-safety concerns, significant data loss, or the inability for any users to perform essential functions. These require immediate attention, as no workaround is available.

While we do not publish formal SLA response or resolution times, we do actively monitor and strive for rapid engagement—particularly for the most urgent issues where sufficient information [screenshots, steps to reproduce, troubleshooting tried] on the issue and business impact has been supplied. For **Critical** cases submitted during business hours, as well as qualifying after-hours Critical cases, our internal goal is to provide first contact within **30 minutes or less**.

We remain committed to addressing all issues as quickly and effectively as possible, and we will continue to prioritize communication and transparency throughout the lifecycle of any case you submit. Our MSA can be found <https://www.boldgroup.com/legal/>.

If {{{Recipient.Company}}} is interested in more structured service commitments, including defined response and

resolution targets, these can be arranged through a specialized support agreement. If you wish we can have this case moved to your Account Manager to follow up on specifics of that type of agreement and what aligns best with your needs.

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