



**Service Level Agreement (SLA)
APISIX Hardened Support Bundle
GSA Schedule 47QTCA21D00B9**

**Data Center Services (DCS)
March 2026**

Enhanced Tier SLAs (Business Hours: Mon–Fri, 8 AM – 5 PM ET)

Severity	Description	Response Time	Target Resolution
Critical	Production outage or major security issue	4 business hours (Teams)	24 business hours
High	Significant service degradation	8 business hours	48 business hours
Medium	Operational issue with workaround	1 business day	5 business days
Low	General inquiries	2 business days	As agreed

Basic Tier: Email/ticket only with standard (longer) response times.

Data Center Services (DCS) — Secure DoD Cloud. Hardened at Speed. Mission Ready.