



## **NEUROBYTE TECHNOLOGIES LTD**

Nairobi, Kenya · Est. 2020 · [www.neurobyte.co.ke](http://www.neurobyte.co.ke)

# **SERVICE LEVEL COMMITMENT**

*Public Summary — Full SLA Provided Under Contract*

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## Our Service Commitment

This page summarizes the service levels Neurobyte Technologies Ltd targets for managed services (EDR/MDR, SOC monitoring, and support retainers). The full, contractual Service Level Agreement — including support hours, escalation paths, and service-credit remedies — is provided as part of your services contract.

## Support Severity & Response Targets

| Severity | What it means                                        | Target response |
|----------|------------------------------------------------------|-----------------|
| Critical | Complete loss of service or active security incident | 30 minutes      |
| High     | Major functionality degraded, no workaround          | 2 hours         |
| Medium   | Partial impact, workaround available                 | 1 business day  |
| Low      | General question or minor issue                      | 2 business days |

Response targets reflect the tier and hours agreed in your services contract; 24/7 coverage is available for managed security services.

## Uptime

For monitored platforms under a managed services agreement, Neurobyte targets high-availability uptime commitments appropriate to the service, detailed in your contract.

## How We Handle Incidents

Neurobyte follows a documented incident response process, including client notification and, where personal data is affected, notification aligned with the 72-hour standard under the Kenya Data Protection Act, 2019.

## Want the Full SLA?

Contact [info@neurobyte.co.ke](mailto:info@neurobyte.co.ke) to receive the complete, contractual Service Level Agreement — including support channels, escalation contacts, and service-credit terms — ahead of signing.