Support SLAs for Reporting and Resolving Issues

This document provides guidelines for reporting and timelines for resolving customer-reported issues based on their severity levels.

Severity

Sev1 - This refers to a critical issue that has a severe impact on the services provided by 100ms. The characteristics of a Sev1 issue are:

- System outage.
- Critical functionality impairment.
- Affects >10% of users.

Sev2 - This refers to a high-priority issue that has a partial impact on the services provided by 100ms. The characteristics of a Sev2 issue are:

- Important functionality impairment.
- Affects less than 10% of users.
- The issue has the potential to escalate to a Sev1 issue.

Sev3 - This refers to a medium-priority service issue that has minimal impact on the services provided by 100ms. The characteristics of a Sev3 issue are:

- Minor functionality impairment.
- Affects only a small number of users.
- Does not have an immediate critical impact.

Reporting the Issue

Customers can report issues through a message on the dedicated Slack Channel, Discord Server, or Support Widget on the 100ms website. The message should include:

- Sufficient details about the issue, such as description, screenshots, recordings, room IDs, etc.
- Clear indication of the severity level - Sev1, Sev2, or Sev3.

Response SLAs

Severity	First Response	Status Update	Resolution
Sev1	5 minutes	1 hour	2 hours
Sev2	10 minutes	6 hours	24 hours
Sev3	30 minutes	24 hours	14 days

To wrap it up, this document gives you all the info you need to report and resolve issues effectively. We've got your back! If you ever run into any problems, just reach out on our shared channel with the details.