

# OdooGeek Support general SLA

<b>Name</b>	<b>Priority</b>	<b>Types</b>	<b>Respond time in hours</b>	<b>Target Stage</b>
SLA - Urgent / Service down	Urgent	Service down	0,50	Validation
SLA - Urgent	Urgent	Any	1,50	Validation
SLA - High	High priority	Any	6,00	Validation
SLA - Bug	Any	Bug	16,00	Validation
SLA - Question	Any	Question	24,00	Validation
SLA - Training / Customization	Any	Training, Customization	40,00	Scheduled

SLA working hours computed based on Mon - Fri | 09:45 - 17:00