



**YOUR IT PARTNER.**

**WE'RE THERE WHEN YOU NEED US.**

## 24hourtek Response Policy and Support Instructions

### SUPPORT OVERVIEW

24hourtek support is available to all customers who require support during normal business hours. We respond to support requests according to severity and order received. Support requests are resolved remotely when possible, otherwise on-site visits are scheduled.

### CONTACT 24HOURTEK SUPPORT

We strongly encourage you to submit a ticket using our website or email for all support requests. Any phone support request received by our helpdesk will be manually entered as a ticket and responded to in accordance with our response policy.

**Web Site:** <http://support.24hourtek.com>

**Email:** [support@24hourtek.com](mailto:support@24hourtek.com)

**Phone:** (415) 294-4449 x2

**Hours:** Monday – Friday, 8:00 a.m. – 6:00 p.m. \*

\* For After Hours and Weekend Emergency Support, please call our Emergency Dispatcher at 415-294-4449 x2. Please contact your account representative for after hour rates.

### 24HOURTEK RESPONSE POLICY

The grid below shows 24hourtek's target response times based on ticket priority during normal business hours. Priorities are set using the online support website.

SUPPORT RESPONSE	TARGET RESPONSE TIMES **
Acknowledgement E-mail	within 5 minutes
Priority level assessed and ticket is assigned	within 1 hour
<b>Priority 1 – Emergency Response</b> <i>Issue Affects Entire Company (Internet, network, or server down)</i>	
Client is contacted for remote support	within 1 hour
On-site visit if needed	within 4 hours
<b>Priority 2 – Quick Response</b> <i>Issue Affects Single User (Computer down and no workaround)</i>	
Client is contacted for remote support	within 4 hours
On-site visit if needed	within 48 hours
<b>Priority 3 – Normal Response</b> <i>Non-Critical Issue (Computer error but still able to work)</i>	
Client is contacted for remote support	within 8 hours
On-site visit if needed	within 1 week
<b>Priority 4 – Scheduled Maintenance</b> <i>Low priority issue (Error in logs or updates needed)</i>	
Client is contacted for remote support	within 24 hours
On-site visit if needed	within 2 weeks

\*\* These are target response times during normal business hours. 24hourtek makes no guarantee or warranty that these times will be met. If you are interested in receiving guaranteed response times with a 24hourtek Service Level Agreement (SLA) please request information from our sales department.