

## Response Policy

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24hourtek target response times are based on the ticketing priorities during normal business hours. When you submit a ticket online you may enter the priority or 24hourtek will attempt to assign a priority as soon as the ticket is reviewed.



### Response Guarantee\*

We GUARANTEE that 24hourtek will meet all target response times for our managed customers.



### Ticketing Priorities

### Description

Priority 1 – Emergency Response	Issue Affects Entire Company (Internet, network, or server down)
Priority 2 – Quick Response	Issue Affects Single User (Computer down and no workaround)
Priority 3 – Normal Response	Non-Critical Issue (Computer error but still able to work)
Priority 4 – Scheduled Maintenance	Low priority issue (Non Critical errors or updates needed)



### Support Responses

### Target Response Times

Support Request Arrives	
Acknowledgement E-mail	less than 5 minutes
Priority level assessed and ticket is assigned	less than 1 hour
Priority 1 – Emergency Response	
Client is contacted for remote support	less than 1 hour
On-site visit if needed	same day (8 hours)
Priority 2 – Quick Response	
Client is contacted for remote support	less than 4 hours
On-site visit if needed	same day or next day (24 hours)
Priority 3 – Normal Response	
Client is contacted for remote support	less than 8 hours
On-site visit if needed	less than 1 week (7 days)
Priority 4 – Scheduled Maintenance	
Client is contacted for remote support	same day or next day (48 hours)
On-site visit if needed	less than 2 weeks (14 days)

\* Managed customers who are on Essential Office, Premium Office, or Premium24 are eligible for up to \$500 in credits if we fail to meet our Guarantee. Target response times are during normal business hours.