24HOURTEK RESPONSE POLICY

PRIORITY 1 (EMERGENCY)
Multiple people are unable to access the Internet and use their computers or a server is down.

TARGET RESPONSE TIME
Under 30 Minutes

PRIORITY 2 (QUICK)
Individual unable to access Internet, login, or use their computer.

TARGET RESPONSE TIME
Under 1 Hour

PRIORITY 3 (NORMAL)
Non-urgent requests for support.

TARGET RESPONSE TIME
Under 8 Hours

PRIORITY 4 (MAINTENANCE)
General requests or maintenance that does not affect anyone's ability to work.

TARGET RESPONSE TIME
Under 1 Week