

# HOW FAST WILL WE RESPOND?

We know that one of the easiest ways to make you happy is to provide FAST and HELPFUL support when you need it most.

To ensure we adhere to our own high standards, we categorize all issues into priorities and work on them in order. This means that when you have a critical issue – we can work on it SUPER quick.

Here's the times we aim for in each priority, along with some simple examples:

PRIORITY	EXAMPLES	GUARANTEED RESPONSE TIMES	TARGET RESPONSE TIMES
<b>Critical</b> Business Hours 08 8348 3339  After Hours 08 7089 6160	<ul style="list-style-type: none"> <li>▶ Your Main Server is offline and all users are unable to work.</li> <li>▶ One of your Network Switches has failed and stopped all users from working.</li> <li>▶ The entire phone system is offline with no calls coming in or out.</li> </ul>	<b>1 Hour</b>	<b>5 Minutes</b>
<b>High</b> support@orbitel.com.au 08 8348 3339	<ul style="list-style-type: none"> <li>▶ Your Internet Connection is offline, users can still work locally OK</li> <li>▶ A single user is having issues with their handset</li> <li>▶ Your CEO's computer has stopped working and they have an urgent task</li> </ul>	<b>2 Hours</b>	<b>1 Hour</b>
<b>Medium</b> support@orbitel.com.au 08 8348 3339	<ul style="list-style-type: none"> <li>▶ A user's desktop is making a strange noise</li> <li>▶ One of the main printers is not working, but users can print to another one</li> <li>▶ A user is having problems connecting to the Wireless network</li> </ul>	<b>4 Hours</b>	<b>2 Hours</b>
<b>Low</b> support@orbitel.com.au	<ul style="list-style-type: none"> <li>▶ Printing is slower than normal</li> <li>▶ Change of a phone extension name.</li> <li>▶ New User Setup and Configuration</li> </ul>	<b>24 Hours</b>	<b>4 Hours</b>
<b>No Priority</b> support@orbitel.com.au	<ul style="list-style-type: none"> <li>▶ Pro-Active Maintenance of systems, including Software Updates</li> <li>▶ New Computer or Laptop Installation and Configuration</li> <li>▶ Change of hold music/voicemail greeting</li> </ul>	<b>N/A</b>	<b>N/A</b>

