



SLK I.T. Solutions Inc.

SLK General Support Policy V1.1

SLK I.T. Solutions Inc. also referred to as “SLK” throughout this document.

SLK I.T. Solutions Inc. does not offer support for any email and or computer related issues beyond our server or otherwise stated. All support issues will be tracked and billed in 15-minute increments unless otherwise agreed upon. SLK is proud to offer a new helpdesk which offers a knowledge base featuring help documents and a support portal to submit all support issues. Please click the link here: <https://www.slkitsolutions.com/helpdesk> to visit our helpdesk.

SLK Help Desk was created to help resolve our customer’s problems faster and more efficiently. The Help Desk provides a central point for all known issues and helps by providing resolutions to all known issues. As we resolve more support tickets the knowledge base will be expanded upon to feature articles and videos to further provide resolutions to all know issues. It is always recommended to search the knowledge base for a similar issue to yours to find a resolution before submitting a support ticket.

Support Availability:

Support is available to our customers during regular business hours Monday to Friday from 9:00 am EST to 5:00 pm EST. The SLK Help Desk portal is available to our customers 24 hours a day, 7 days per week through our online Help Desk and via email. More ways to submit your support request will be available in the near future. You can visit the SLK Help Desk by going to <https://www.slkitsolutions.com/helpdesk> submit a support request there or after viewing the knowledge base you may wish to send an email to support@slkitsolutions.com.

All support requests must be submitted through our [SLK Help Desk](#) or via [email](#).

THERE WILL NO LONGER BE ANY SUPPORT GIVEN VIA TEXT OR VIA PHONE UNLESS OTHERWISE AGREED UPON.

Additional support channels including text, phone and social media will be available in the near future. We kindly ask you to respect these guidelines as we have far too many support requests to handle via phone or text.

Support Priority Levels:

If you are not paying for SLK Managed Services, our response time will range from 24 to 48 hours Monday to Friday. If your issue is urgent meaning email or website has been

compromised or is unresponsive, we will address your matter as urgently as possible. Otherwise everything is responded to within 24 to 48 hours.

All of our support issues are defined by the severity of the issues as follows:

Urgent - 2-4 hour response time (Business process is interrupted, all users are affected)

High - 4-8 hour response time (Significant degradation of services, large number of users impacted)

Normal - 8-12 hour response time (Limited Degradation of services, few users impacted, non-mission critical processes affected)

Low - 12-48 hour response time (Information request or change request, response time to be scheduled as required).

Support Terms and Conditions

Support Priority

Problems are responded to in order of priority and then in the order they were submitted. Reports of actual service outages take priority over less critical issues such as web site configuration, change requests and general support inquiries. SLK reserves the right to determine priority and order of response for any and all issues raised.

Response Times

SLK will use its best efforts to respond to reported issues within 24 hours. Most issues are resolved during the same business day. Note that technical support is provided on a "best-effort" basis and you may experience delays during peak periods. SLK does not guarantee any specific response time for reported issues.

SLK will review all reports of problems or other issues but there may be issues that cannot be resolved to the customer's satisfaction. SLK does not guarantee a resolution for every reported issue nor is SLK in any way responsible for loss of business, damages or other losses as a result of outages, server, database and web site issues or other problems that may arise through use of our services.

** This support policy can be amended at the discretion of SLK I.T. Solutions Inc. **