



Erado Customer Support Services Overview

Below is an overview of Erado customer support hours, ticket levels, and response times.

Customer Support Center Hours and Services

Erado provides no charge 24x7x365 technical support for all customers. Services covered under our no charge technical support are as follows:

- Any and all issues created by Erado, its network, and its equipment.
- Installation of new services, and/or service upgrades issues.
- New account creation and/or account changes.
- Billing and administrative issues.

All other tech support issues may incur a nominal tech support fee, charged to your account.

Customer Support Center Operators are Not Support Technicians.

Erado's customer support center operators are here 24x7x365 to create your support ticket, determine the severity of your issue, and to assign your ticket to the appropriate support technician so that your issue can be resolved as quickly as possible. **Our support center operators can not answer support questions.**

Support Request Ticket Levels

The following ticket structure and associative response times are listed below.

Level One Support Tickets

A level one ticket is our highest priority ticket for what Erado considers "Services Down". Our support service goal is to begin work on all level one technical support issues within 15 minutes of notification and if possible to resolve the issue in two hour or less. An example of a level one support ticket is that no one in your office can send and receive email and can not access or login to web mail.

Level Two Support Tickets

Our goals are to begin work on all level two tickets with in 60 minutes of notification and if possible to resolve the issue in four hours or less. Most level two tickets are single end-user access issues or in process setup issues. An example of a level two ticket would be a single user in your office is having trouble sending and receiving email, however all others in your office are working properly, or you're having some sort of installation issue.

Level Three Support Tickets

Most level three tickets are installation oriented or end user questions. Our goals are to resolve all level three tickets with in one business day or less. An example of this is how to configure an email client, lost password changes, how to adjust spam filters etc. Most level three support tickets can be quickly resolved by utilizing our support library located at <http://support.erado.com>.

We appreciate your business and look forward to providing you with the industries highest level of customer support.