**Customer Service Statement**

Our customer support team is committed to delivering reliable, respectful, and efficient IT support. Our guiding principles:

- Response Time: We respond to all initial tickets within 2 business hours.

- Resolution Time:

- High priority: resolved within 8 hours.

- Medium priority: resolved within 24 hours.

- Communication: Support is clear, jargon-free, and empathetic.

- Escalation: Any unresolved issue at Tier 2 after SLA will be escalated.

- Documentation: Every resolution must be documented and categorized.

We aim to support our users with professionalism and transparency at every step.