

TechSupport Solutions Inc.

Customer Support Policy

Effective Date: January 1, 2026

1. Support Channels

Email Support: support@techsupport.com (All tiers)

Live Chat: Available 24/7 for Premium and Enterprise (Business hours for Standard)

Phone Support: 1-800-SUPPORT (Premium and Enterprise only)

Knowledge Base: Free access for everyone at help.techsupport.com

Community Forum: Peer-to-peer support and best practices

2. Response Time SLA

Standard Tier:

- Critical: 24 hours
- High: 48 hours
- Medium: 72 hours
- Low: 5 business days

Premium Tier:

- Critical: 4 hours
- High: 8 hours
- Medium: 24 hours
- Low: 48 hours

Enterprise Tier:

- Critical: 1 hour (24/7)
- High: 4 hours
- Medium: 12 hours
- Low: 24 hours

Critical = service outage affecting multiple users

High = major feature not working

Medium = partial functionality issues

Low = questions, feature requests, minor bugs

3. Support Hours

Standard Tier: Monday-Friday, 9 AM - 6 PM EST (excluding holidays)

Premium Tier: 24/7 via chat and email, phone 9 AM - 9 PM EST daily

Enterprise Tier: 24/7 all channels with dedicated hotline

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Holidays observed: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

4. What We Support

Covered:

- Product installation and setup
- Feature usage and configuration
- Troubleshooting technical issues
- Bug reports and fixes
- Account and billing questions
- Security concerns

Not Covered:

- Third-party software or integrations (unless Enterprise)
- Custom development requests
- Training beyond basic usage
- Data recovery after account deletion
- Issues caused by unauthorized modifications

5. Ticket Lifecycle

1. Submission: You create ticket via email, chat, or phone
2. Acknowledgment: Automated confirmation within 5 minutes
3. Assignment: Routed to appropriate team based on priority
4. Investigation: Agent reviews and may request additional information
5. Resolution: Solution provided with steps to verify
6. Confirmation: You verify issue is resolved
7. Closure: Ticket closed after confirmation or 7 days of inactivity
8. Follow-up: Satisfaction survey sent 24 hours after closure

6. Escalation Process

If unsatisfied with support:

- Level 1: Request escalation in ticket - assigned to senior agent
- Level 2: Contact supervisor at supervisor@techsupport.com
- Level 3: Request manager review via escalations@techsupport.com
- Level 4: Enterprise customers: Contact your account manager directly

All escalations reviewed within 24 hours (4 hours for Enterprise).

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7. Remote Access

For complex issues, we may request remote access to your system:

- Requires your explicit permission
- Uses secure screen-sharing tools
- Session recorded for quality assurance
- You can terminate session anytime
- Only accesses relevant areas with your guidance

We never access files or data without your presence and consent.

8. Service Credits

If we miss SLA response times (Premium and Enterprise only):

Missed by 2x: 10% service credit

Missed by 3x: 25% service credit

Missed by 4x or more: 50% service credit

Credits applied to next invoice automatically.

Must be claimed within 30 days of incident.

Maximum 100% credit per month.

9. Best Practices for Tickets

To expedite resolution, please:

- Provide detailed description of issue
- Include steps to reproduce problem
- Attach screenshots or error messages
- Specify which product/feature affected
- Mention any recent changes to your setup
- Include account email or order number

Clear information = faster resolution!

10. Contact Support

Email: support@techsupport.com

Phone: 1-800-SUPPORT (1-800-787-7678)

Chat: Available at techsupport.com (click chat icon)

Portal: Login at support.techsupport.com to view tickets

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Emergency (Enterprise): emergency@techsupport.com or call hotline