

# 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

# TechSupport Solutions Inc.

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](mailto:supervisor@techsupport.com)

Level 3: Request manager review via [escalations@techsupport.com](mailto:escalations@techsupport.com)

Level 4: Enterprise customers: Contact your account manager directly

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

# TechSupport Solutions Inc.

## 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](mailto:support@techsupport.com)

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

Chat: Available at [techsupport.com](https://techsupport.com) (click chat icon)

Portal: Login at [support.techsupport.com](https://support.techsupport.com) to view tickets

# **TechSupport Solutions Inc.**

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