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# Support Availability Guidelines

## General Availability

EVP support is generally available from 8 AM - 5 PM Eastern Monday through Friday.

## Holidays

Etail Solutions is closed for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Note that some holidays may be shifted due to weekends. If the holiday falls on a Saturday, then the office will be closed on the prior Friday. If the holiday falls on a Sunday, then the office will be closed the following Monday.

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## Off-Hours Support

Our support team generally monitors for certain high-impact tickets during the following hours:

- Between the hours of 5 PM and 10 PM Eastern on weekdays
- Between the hours of 8 AM and 7 PM on weekends
- Between the hours of 8 AM and 7 PM on holidays

Problem Tickets submitted during off-hours with a business impact of Channel Down or System Down will generally be reviewed and responded to during off-hours.

Lower impact tickets will be reviewed on the next business day.

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Did this article help?

 Yes

 No

Need to raise a request? [Contact us.](#)

