

6.1 User Levels and Response Times

User Level	First Reply Time	Second Reply Time (if first reply is overdue)
Basic	72 hours	72 hours
Pro	36 hours	36 hours
Max	24 hours	18 hours

Notes:

- **First Reply Time:** Maximum time from ticket creation to the first customer contact.
- **Second Reply Time:** If the first reply exceeds the deadline, you must send an apology email stating that the next reply will be sent within this time frame.

6.2 Templates

Note: The Placeholder in this section should be replaced to real values.

6.2.1 Customer Apology Email Template

Subject: Update on Your Service Request {TICKET_NUMBER}

Dear Customer,

We sincerely apologize for not responding to your service request {TICKET_NUMBER} within the promised timeframe.

We commit to providing an initial solution or the latest status update within {REPLY_DEADLINE} hours, and will continue following up until the issue is fully resolved.

For urgent matters, please contact us directly:

Phone: 400-772-1234

We apologize again for any inconvenience this may have caused.

Best,
MCP Inc., Customer Support Team