

# Comprehensive Customer Support Policy and Procedures

## 1. Support Hours and Availability

- Monday to Friday: 9:00 AM - 6:00 PM EST
- Weekend: 10:00 AM - 4:00 PM EST
- Emergency Support: 24/7 via hotline
- Holiday Schedule: Limited support on major holidays
- Time Zone Support: Available in EST, PST, and GMT

## 2. Contact Methods and Channels

- Phone Support: 1-800-SUPPORT (1-800-787-7678)
- Email Support: support@company.com
- Live Chat: Available on website during business hours
- Ticket System: support.company.com
- Social Media: Twitter @CompanySupport, Facebook
- Mobile App: In-app support chat available

## 3. Response Time Commitments

- Critical Issues: 2 hours maximum response time
- High Priority: 4 hours maximum response time
- Normal Issues: 24 hours maximum response time
- General Inquiries: 48 hours maximum response time
- Feature Requests: 72 hours for initial response

- Bug Reports: 24 hours for acknowledgment

## **4. Password Reset and Account Security**

- Visit [password.company.com](https://password.company.com) for password reset
- Enter your registered email address
- Check email inbox for password reset link
- Click the secure link provided in the email
- Follow instructions to set a new password
- Password requirements: minimum 8 characters
- Must include: uppercase, lowercase, numbers, symbols
- Two-factor authentication recommended

## **5. Refund and Cancellation Policy**

- 30-day money-back guarantee on all purchases
- Contact support within 30 days of purchase
- Provide order number and reason for refund
- Refund processed within 5-7 business days
- Partial refunds available for subscription services
- No refunds after 30 days except for technical issues
- Cancellation available anytime for subscriptions

## **6. Technical Support Services**

- Remote desktop assistance for complex issues
- Screen sharing capabilities for troubleshooting

- Knowledge base articles at [help.company.com](http://help.company.com)
- Video tutorials for common technical issues
- Step-by-step troubleshooting guides
- System compatibility checker tool
- Performance optimization recommendations

## 7. Product-Specific Support

- Software Installation: Step-by-step guides available
- Hardware Compatibility: Check system requirements
- API Documentation: Developer support available
- Integration Support: Third-party app connections
- Customization Help: Theme and layout assistance
- Data Migration: Import/export support

## 8. Training and Educational Resources

- Free online training courses available
- Webinar schedule: Weekly live training sessions
- Certification programs for advanced users
- User community forum for peer support
- Best practices documentation
- Case study examples and success stories

## 9. Billing and Payment Support

- Multiple payment methods accepted

- Credit card, PayPal, and bank transfer options
- Invoice generation and management
- Payment plan options for large purchases
- Tax documentation and receipts
- Subscription management and upgrades
- Bulk licensing and enterprise pricing

## **10. Escalation and Advanced Support**

- Tier 1: Basic support and general inquiries
- Tier 2: Technical issues and complex problems
- Tier 3: Engineering and development support
- Manager escalation for unresolved issues
- Executive escalation for critical business impact
- SLA commitments for each support tier

## **11. Quality Assurance and Feedback**

- Customer satisfaction surveys after each interaction
- Support quality monitoring and evaluation
- Continuous improvement based on feedback
- Support agent training and certification
- Performance metrics and reporting
- Customer success stories and testimonials

## **12. Emergency and Critical Issue Procedures**

- 24/7 emergency hotline: 1-800-EMERGENCY
- Critical system outage notifications
- Automated status page updates
- Escalation to on-call engineers
- Customer communication protocols
- Post-incident review and documentation
- Preventive measures and recommendations