**PROVIDER OF SERVICE:** ComSci pvt. LTD.

**TYPE OF SERVICE:** One stop solution for IT problems.

**Effective Date:** 10-oct-22

**Performance:**

1. Comprehensive support for all departments and their IT issues. Some of the available solutions are:
2. Responding to bug reports
3. Identify and assess issues.
4. Assignment of the right technician to the issue
5. Find a solution for this problem
6. Testing for other issues
7. Notify the customer of the issue and the steps taken to resolve it.
8. Produce appropriate reports/summaries on work performed and maintenance work required.

**Reliability:**

Our customer service representatives are available 24/7 at our toll-free UAN number 021 378601. Staff are trained to respond to customer issues and escalate them to the appropriate department within ComSci pvt. The Corporation System also provides telephone progress reports along with missed call detection. This means that if the call is missed or abandoned for some reason, Customer Service his staff will call the customer again as they are always ready to serve.

**RESPONSE TIME:**

The amount of time between the actual issue being reported and the issue being resolved depends on several factors, including:

1. Number of customers facing similar issues
2. Technician availability
3. Difficulty of the problem
4. Previous ongoing projects
5. Other Factors Needed to Solve the Problem
6. Availability of hardware resources.
7. Customer requirements for hardware.

**Problems and their Response times:**

System failure: Immediately

Urgent: Within 2 hours of notification

Connection problem: Within 3 hours after notification

Teaching operation: Within 3 business days

Configuration issues: Within 4 hours or telephone guidance