The service desk will only contact customers either by e-mail or by phone call between the hours of 9-5 Monday thru Friday and 10-4 Saturday thru Sunday.

Customers may call or e-mail the service desk at any time, but a response will only be received between normal working hours. An acknowledgment to customer contact can be expected within 30 minutes.

After a customer’s ticket has been closed a service desk tech will contact them within a week to make sure that the problem has been resolved to customer satisfaction.