The service desk will only contact customers either by e-mail or by phone call between the hours shown below.

|  |  |  |
| --- | --- | --- |
|  | | |
| Monday | 8 AM | 6 PM |
| Tuesday | 8 AM | 6 PM |
| Wednesday | 8 AM | 6 PM |
| Thursday | 8 AM | 6 PM |
| Friday | 8 AM | 6 PM |
| Saturday | 10 AM | 6 PM |
| Sunday | 12 PM | 5 PM |

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.