

# Printer SLA

1. First call should be landed at L1 Support (Central Helpdesk)
2. If there is no response in 4 Hrs, call L2 Support
3. If there is no response in 8 Hrs, call L3 Support
4. Support not available on General and Public Holidays,
5. SLA will be started at the time of call raise within 24 working hours,
6. Call received after working hours will be considered next working day only.