

Policies for Customer Service and Accountability

1. Compliance and Service Level Agreements

Service Level Agreements (SLAs) define minimum service quality levels. For outages, resolutions must not exceed a maximum duration of four hours for 'Major' impacts. Regular audits should be conducted to ensure compliance with these SLAs.

2. Reporting and Documentation

All outages and tickets must be documented with specified details including resolution times, customer impacts, and escalations. Documentation is crucial for ensuring accountability and transparency in our operations.

3. Response Time Expectations

Customer service representatives must respond to outage inquiries within one hour during business hours. Outside of business hours, responses should occur within three hours. This commitment to prompt responses helps maintain customer trust.