Total Tech Plus IT Help Desk – Response Times & Prioritization

Trouble	Priority	Response Time	Escalation Threshold
Service Not Available (all users and functions unavailable)	1	Within 30 min.	45 min.
Significant degradation of service (large number of users or business critical functions affected)	2	Within 2 hours	1 hours
Limited degradation of service (limited number of users affected, business process can continue)	3	Within 4 hours	2 hours
Small service degradation (business process can continue, 1 user affected)	4	Within 8 hours	4 hours

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated. *Total Tech Plus
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers. *WellHaven
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.*WellHaven