

HOW TICKETS REACH RESOLUTION

E-mail: Response
Less than 60 Minutes



Phone: Next available
Agent



Agent Receives Request
from User

Agent Creates New
Ticket or Updates Ticket
Submitted by the User



Ticket is Assigned to Technical
Team Member who will
contact user. Less than 4 hours
for Normal Request. Less than
2 Hours for Priority.

Troubleshooting
with User



Verify solution
with User

User Confirms the Issue
has been Resolved.

Use Information from
Ticket and the User to
Determine Solution





Solution Implementation



Ticket is Resolved
and Closed

Agent Verifies the Solution
and Documents Changes in
The Ticket

HOW TO CONTACT US

E-MAIL	PHONE
 support@hts-tx.com	 210-495-5520 Option 2

NORMAL PRIORITY REQUESTS*						
	Password Reset	New/Delete Account	Email/Internet Issues	Phone Changes	Printer/File/Application Access Issues	Install/Remove Software
E-MAIL	✓	✓	Preferred	Preferred	Preferred	Preferred
PHONE			✓	✓	✓	✓

*These are examples of normal priority requests. If you do not see your issue listed here, please contact us.

HIGH PRIORITY REQUESTS			
	Outage	Security Breach	Business Impacting
PHONE	✓	✓	✓

*Significant degradation of service affecting all or large number of users or business critical functions affected.

These Service Level Objectives are between HTS Voice & Data Systems (sometimes referred to as “we,” “us,” “our,” or “Provider”), and the Client (sometimes referred to as “you,” or “your,”) found on the applicable Order or Service Description and, together with the Order, Master Services Agreement, and other relevant Service Attachments or Descriptions, forms the Agreement between the parties the terms to which the parties agree to be bound.

SUPPORT SERVICE

Following receipt of any notification that a support-related problem within the scope of the Services has occurred Provider, shall use reasonable best efforts to begin problem management within the response time targets identified below. All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Agreement) or by posting updates to the ticket tracking system assigned to Client. The following table shows the targets of response times for each priority level: