

# SNC SOLUTIONS SERVICE PLANS

BUSINESS HOURS ARE 8.30AM TO 5PM MONDAY TO FRIDAY, AFTER HOURS WORK WILL BE CHARGEABLE.

CUSTOMERS NOT ON A SERVICE PLAN ARE OFFERED BEST EFFORT LEAD TIMES ONLY, FOR URGENT REQUIREMENTS ADDITIONAL CHARGES MAY BE APPLIED.

SERVICE PLAN INFORMATION CAN BE FOUND [HERE](#).

## **SUPPORT REQUESTS: SERVICE PLAN CUSTOMERS**

WE BREAK THIS INTO TWO AREAS,

STANDARD REQUESTS (2 TO 3 BUSINESS DAYS): DAY-TO-DAY REQUIREMENTS, SUCH AS NEW USERS, PRINTER SETUPS, STANDARD SOFTWARE INSTALLATIONS, O365 REQUESTS, COMPUTER SETUPS, PERMISSION CHANGES ETC

NON- STANDARD REQUESTS (AGREED LEAD TIME): NEW HARDWARE/SOFTWARE IMPLEMENTATIONS, SERVER UPGRADES, FIREWALLS, SECURITY, SPECIAL PROJECTS, ERP IMPLEMENTATIONS/UPGRADES, SHAREPOINT IMPLEMENTATION ETC, AND WILL BE QUOTED ACCORDINGLY.

REQUESTS RECEIVED VIA OUR HELPDESK PORTAL, CALL-IN OR BY EMAILING [SUPPORT@SNCSOLUTIONS.COM.AU](mailto:SUPPORT@SNCSOLUTIONS.COM.AU), WILL GENERATE AN EMAIL NOTIFICATION WITH RESPONSE TIME FOR A TECHNICIAN TO MAKE CONTACT.

## **SERVICE OUTAGES (ISSUES): SERVICE PLAN CUSTOMERS**

PLEASE REFER TO OUR INCIDENT RESPONSE PAGE FOR RESPONSE TIMES (SERVICE OUTAGES), RESPONSE TIMES WILL BE CALCULATED BASED ON THE NUMBER OF USERS AFFECTED (ONE, MULTIPLE OR ALL USERS) I.E. MULTIPLE USERS AFFECTED WILL BE A HIGHER PRIORITY THAN ONE USER.

EXAMPLE: SERVERS DOWN, INTERNET OUTAGE, KEY EQUIPMENT OUTAGES, SECURITY BREACH'S, OR DAY TO DAY ISSUES THAT ARISE SUCH AS EMAIL, SOFTWARE RELATED, PRINTING ETC

WE DO UNDERSTAND A SUPPORT REQUEST OR ISSUE MAY AT TIMES NEED TO BE ESCALATED, WHICH CAN BE DISCUSSED BY CALLING US.

THESE ARE GENERAL GUIDELINES ALLOWING US TO SERVICE REQUESTS IN A TIMELY MANNER (BASED ON INDUSTRY STANDARD) TO SERVICE CUSTOMERS REQUIREMENTS.