

Support Priority Levels and Definitions

SMA Solutions Technical Support team is here when you need us. Our normal business hours are Monday-Friday, 8AM-5PM Central Time. As an OpCon customer you have complete access to a reliable team of technology professionals who have the technical education and experience you require, supported by a commitment to reliable service and customer care. We understand the urgency that drives your need for support. Below are our Support Priority Levels and definitions.

- **Priority 1** – *24 hours a day/seven days a week*
 - Production OpCon environment **down** and **unable to process any jobs**
 - Response Time: 1 Hours
 - Who Is Involved: Support Technician during normal business hours
 - On-call personnel for after-hours calls
- **Priority 2** - *24 hours a day/seven days a week*
 - **Production jobs are failing**, and customer has **no workaround** for the failed jobs.
 - Response Time: 2 Hours
 - Who Is Involved: Support Technician during normal business hours
 - On-call personnel for after-hours calls
- **Priority 3** - *available during normal business hours only*
 - **Production jobs failing**, and customer has a **viable workaround** in place.
 - Response Time: 3 Hours
 - Who Is Involved: Support Technician during normal business hours
- **Priority 4** - *available during normal business hours only*
 - Routine support for all customer environments
 - Response Time: 1 Business Days
 - Who Is Involved: Support Technician during normal business hours
- **Priority 5** - *available during normal business hours only*
 - Service Requests
 - Response Time: 5 Business Days
 - Who Is Involved: Support Technician during normal business hours
 - Client Relations for quoting services

US SMA Support Contact Information

Toll-Free: 1-877-363-2305
Support@SMASolutionsIT.com