

ALL LANtech Helpdesk Calls are logged, please retain call number for reference

Helpdesk Hours - Mon to Fri 8:30am – 5:00pm

After-hours and Public Holidays call is logged by answer services and duty engineer paged

Helpdesk Call Types & Response Times

Severity-1 – Critical Fault

* *Server or critical business service fault, multiple users affected*

* *Response time for engineer to contact (as per LANcare SLA Agreement)*

A critical issue that has a major and immediate impact on the business operation that typically affects the ability of all or a number of the users.

Severity-2 – Major Fault

* *Non-critical business service fault, multiple users affected*

* *Response time for engineer to contact (as per LANcare SLA Agreement)*

A major issue that is impacting on the business that typically affects a group of users abilities to perform their business function, but is not necessarily critical to the overall business operation.

Severity-3 – ASAP Fault

• *Non-critical business service fault, individual users affected*

* *Response time for engineer to contact (as per LANcare SLA Agreement)*

An issue that is not seriously impacting the business that needs soonest attention, typically this might be affecting a single user's ability to be fully functional, but is not necessarily critical to the user or to the overall business operation.

Severity-4 – Minor Fault or Request for Information

* *Response time for engineer to contact (as per LANcare SLA Agreement)*

Requests that have no immediate or critical impact on the business or is a scheduled task. Generally this would be a request for some information.

- *Response times are based on your LANcare Support Contract SLA Agreement.*
- *Email and fax SHOULD NOT be used for severity 1 and 2 calls.*

LANtech 04 499-2661 (Helpdesk Press 1)

Level 1, 195 Thorndon Quay, Wellington
Phone: 04-4992661 Fax (04) 4992676
Email: support@lantech.co.nz