



# timetoreply Support Services Policy

## 1. Introduction

timetoreply is committed to providing the highest level of support to our customers. This support policy outlines the types of support we offer and the level of service you can expect as a customer.

## 2. Support Hours

Our support team is available from 8:00 AM to 22:00 PM UK time, Monday through Friday, excluding holidays. We also offer 24/7 email support, and customers can expect a resolution time of 24 business hours, depending on the complexity of the support case.

## 3. Support Channels

Our primary support channels are email and live chat. Customers can contact our support team by email at [support@timetoreply.com](mailto:support@timetoreply.com), or by live chat directly from the timetoreply portal.

## 4. Types of Support

We offer several types of support to our customers:

- Technical support: Our support team is available to help customers troubleshoot technical issues with our software (08:00 - 22:00 UK)
- Billing support: Our billing team is available to assist customers with any questions or issues related to billing and payments. (08:00 - 18:00 UK)
- General support: Our support team is available to answer any general questions customers may have about our software. (08:00 - 22:00 UK)

## 5. Escalation Process

If a customer is not satisfied with the level of support they have received, they may request to escalate the issue to a manager. Our managers are available to address any concerns and work to resolve the issue to the customer's satisfaction.



## 6. Support Limitations

Our support team is available to provide assistance with our software only. We do not provide support for third-party software or hardware, or for issues related to a customer's internet connection or network.

## 7. Service Level Agreement (SLA)

Our Service Level Agreement (SLA) guarantees a 99% uptime.

## 8. Conclusion

We are committed to providing the highest level of support to our customers. If you have any questions or concerns about our support policy, please do not hesitate to contact us.

Support	
Email support/Tickets	✓
Access to help center	✓
Phone	✓
Live Chat	✓
Quarterly performance coaching	—
Support hours	08:00 - 22:00 UK
Support days	Mon - Fri
Resolution time	24 Business Hours

*Time To Reply Ltd , Company number 08747889*

*Registered office address: 34a Cote Green Lane, Marple Bridge, Stockport, England, SK6 5EB*