



Support Policies & Procedures

GreatCo.'s primary approach in supporting our customers is through the "Contact Us" function that is available within the on our site. To ensure we are consistently achieving best-in-class CSAT via Intercom, we have implemented response times of 2 hours or less. Our support team's average time to first response time is about one hour.

Our hours of operation:

- **Standard Support Hours:**
 - Mon. – Fri. 8am to 8pm ET
 - Anticipated response **within 2 hours** from time of receipt
- **Non-Standard Support Hours:**
 - Evenings: 5pm – 8pm ET
 - Weekends: 9am – 5pm ET
 - Anticipated response will be addressed **within 5 hours** from time of receipt from 9am – 5pm ET
 - Between 5:01pm – 8:59am ET the rep is not deemed to respond unless Sev 1 or 2 issue is raised
 - 24x7 Support on Sev 1 issue – time to first response is 30 minutes
 - Sev 2 issue – time to first response is 2 hours

Please note: The times of "anticipated response" are self-imposed time-frames, if we wish to revisit them, we may certainly do so, yet service levels should never fall below our documented Support and Response Time Service Levels [[link out to card with your SLAs](#)], which defines Guru's response times and operating procedures per Severity Level.



Guru's Support Team Schedules:

Bart, Lisa, Maggie: M-F 9am-5pm ET

Millhouse: M-F 12pm-8pm ET