



The Digital Transformation Experts®

# Support Services

## Support Channels

A ticket must be open with our support team to engage services.  
You can open a ticket with the following:

- **Email:** [helpdesk@microage.com](mailto:helpdesk@microage.com)
- **Phone:** (470) 928-5063
- **Web:** <https://microage.zendesk.com>

Once a support ticket is open, an engineer is dispatched according to assessed severity.

## Service Level Agreements

Standard support hours are listed below. MicroAge's response times will vary by the request priority (determined by MicroAge in its reasonable determination) and the time of day of such report. MicroAge will use reasonable efforts to respond to support requests within the following time periods:

Service Level Agreement			
Definition of severity, service level, and response time			
Priority	Impact	Hours	Response Time
High	Service Outage (ALL USERS IMPACTED)	08:00 - 20:00 EST	1 Hour
		20:00 - 08:00 EST	2 Hours
Low	All Other Requests	08:00 - 20:00 EST	2 Hours
		20:00 - 08:00 EST	4 Hours