

## Communication & Response Time

Technical support, new requests, training, additions and more....

### Preferred Methods of Communication

The CaddisArt team is very intimate with answering our main office phone, email and instant messaging. During normal business hours, it is best to directly contact our office via telephone. In most cases you will get a staff member right away. In our off-hours, our office line will ring every staff member on our team. Although we are very intimate with email, we cannot guarantee that your response will be received in our off-hours.

### Integration with Microsoft Teams®

CaddisArt staff members use Microsoft Teams® as a way to communicate and share screens during the day. We can either add you to our organization or allow you a direct path to chat with us there. We frequently communicate using this platform in our off-hours.

### Emergency or Mission-Critical Support

As with every website we build, an emergency support method will always be in place. If you contact our office and need assistance, we'll be sure to help you as soon as humanly possible to resolve any issues. If the representative that takes your request cannot handle the issue, they will instantly reach out to a qualified person to assist you.

## Response Times

Type of Request	Estimated Response Time	Level of Technician Required	Additional Costs Required?	Actual Cost
New Functionality or Other Requests	Within Two Business Days	Level One	Dependent On Request Type	Dependent On Request Type
Non-Emergency Technical Assistance	Within One Business Day	Level Two	None	None
Training Assistance or Information	Within One to Two Business Days	Level Two	None	None
Website Down or Mission Critical Emergency	ASAP / Instant*	Level Three* (server technician)	None**	None**

\* Dependent on level 3 technician availability. Most cases can be handled from any remote location

\*\* Provided that emergency was not caused by user mistake or disruptions

“The most important thing in technical communication is to hear what isn't being said.  
- Peter Drucker