



**YOUR COMPLETE
TECHNOLOGY
PROVIDER**



Support Policies & Procedures

Scope

ActiveCare Complete and Service Desk customers include technology proactive support services through local ComTech technicians and the ComTech Help Desk. This support team is committed to delivering high quality customer service and support to all ComTech clients. Ad hoc support clients can still use our Help Desk services 24/7 at our standard hourly rate (30min minimum billed @ 15min increments). To ensure the best possible support and business continuity for your company ComTech provides this ActiveCare support policy and procedure documentation.

This documentation outlines our process of requesting technical support services provided by our ActiveCare Service Level Agreement or ad hoc services with your company. When these policies and procedures are followed correctly you will receive the best possible support offered today.



Note: These policies and procedures are subject to modifications in response to changes in technology services and support needs.

Customer Service Statement

The Help Desk is committed to delivering quality customer service by:

- Being pro-active to avoid most problems
- Fixing your problems when one occurs.
- Responding to requests for support within the published time frames
- Interacting with our customers in a respectful and courteous manner
- Striving to ensure customer satisfaction and business continuity
- Requesting feedback for opportunities for improvement



Please call the Help Desk first!

If you have problems with or questions about your computer, please call the Help Desk **first**, rather than any individual ComTech staff member.

NOTE: Before calling the Help Desk, be sure you reboot the problem device e.g. Computer, Printer, etc., this will repair a lot of problems before having to take the time in calling the Help Desk.

Our help desk has several certified personnel with training in various programs and operating systems. One technician cannot specialize in every piece of software and or problem that may arise. With the Help Desk's combined knowledge, they will fix problems quickly if given the chance.

If the Help Desk cannot solve the issue or the issue falls outside the scope of the ActiveCare Help Desk the Help Desk will call the local ComTech technician who will then follow up with the user. In most cases this will be of a special circumstance or set up per your company profile.

The Help Desk centralizes problems in a ticketing queue so we can document, diagnose, prioritize and respond to problems promptly and without confusion. By calling the Help Desk first you will help avoid duplication, double work and help with business continuity.

ComTech appreciates the fact that our local technicians are in demand, and you may want to request one of them, however, the local technicians are not at the Help Desk location and this may cause confusion, so please be keep in mind, local ComTech technicians are not at the Help Desk location.

In addition, if one of the local ComTech technicians is at your site already working on a technical issue and you find you may have a problem, you should still call the Help Desk. Our technician is already working on an issue that was already in the queue or an emergency. When our technician's get interrupted by the "while you are here" it delays the entire system and throws our schedule off on current and future projects. Our technicians may already be working on the issue that is affecting you or the network.

ComTech's ActiveCare Help Desk has this continuity system in place so that if we are out of the office for any reason or if our building burns to the ground our customers will still be taken care of properly and professionally.

Thank You!

Help Desk


Hours

The Help Desk services are available 24/7/365.

ComTech local hours are 8:30am - 5:00pm CST Monday through Friday. Excluding Holidays

Contacting

Help Desk services can be accessed in the following ways:

- E-Mail address
 - helpdesk@comtech-networking.com
- Help desk Phone Number
 - (254) 877-2243
- ActiveCare Icon
 - Click on the Up arrow on the taskbar near your calendar
 - Right Click on the ActiveCare Icon

 - Click on Either
 - Take a screenshot and request support or
 - Request Support
 - Fill out Form and Submit
 - (this is considered the same as an email ticket for response time)

Setting Priority Levels for Request

Calls and Emails

The Help Desk will make every effort to resolve the issue at the time of your call. This will be the initial method for resolving issues.

During those times when a Specialist is unavailable at the time of the call, and for email requests, the Help Desk will log and assign priorities based on specific definitions. Requests will be handled per the priority assigned to them.

Priority Levels

Emergency

- Work Outage
 - The issue causes the company to be unable to work or perform some significant portion of their job
- Number of Users Affected
 - The issue affects a large number or all the users
- Workaround
 - There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way)
- Response Time
 - Within 30 Min
- Resolution Time
 - The maximum acceptable resolution time is 24 continuous hours, after initial response time

Medium

- Work Outage
 - The issue causes the user to be unable to work or perform some significant portion of their job
- Number of Users Affected
 - The issue affects at least 1/3 of the users
- Workaround
 - There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way)
- Response Time
 - Within three hours
- Resolution Time
 - The maximum acceptable resolution time is five business days

Low

- Work Outage
 - The issue causes the user to be unable to perform some small portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information
- Number of Users Affected
 - The issue affects one or fewer users
- Workaround
 - There may or may not be an acceptable solution to the problem
- Response Time
 - Within 24 hours (EST)
- Resolution Time
 - The maximum acceptable resolution time is 30 business days

Processing of Requests***E-mails (Low Priority Issues)***

Send all Help Desk requests to helpdesk@comtech-networking.com. A ticket will be created for each email request received by the Help Desk. For email requests to be processed, the following information **MUST** be included in the body of the email:

Requester's full name
User's company name
Call-back number & Extension
Computer Name
And a detailed description of the issue

If this information is not in the email request, this will result in a delay to resolution as we now have to research who sent the ticket. All Tickets should be sent by the person who is having the issue to avoid and user conflicts.

A Help Desk technician will add the information to a ticket and assign it the proper priority. The ticket will then be placed in the Help Desk ticket queue, where it will then be assigned to a Specialist.

Email requests sent over the weekend may not be acknowledged until the next business day.

All emails directed to a local ComTech technician should be addressed to that employee and not helpdesk@comtech-networking.com; this slows down the help desk process for other users and companies.

Phone (All Priority Issues – Preferred form of contact)

First, the technician will take your phone number and extension just in case you get disconnected they will know how to contact you back.

A ticket will be created for each call received by the Help Desk.

When a call is received by the Help Desk, the call will be answered by a technician. If the incoming request can be handled within 30 minutes, the technician will stay with the call to resolve the issue. If the current technician estimates that the incoming request will take longer, they will (a) hand off the call to Specialist if one is available, or (b) inform the caller that the issue will be assigned to a Specialist and end the call. The technician will then place the ticket in the Help Desk ticket queue where it will be assigned to a Specialist by the Help Desk Team Lead.

Voicemail (When needed)

If all technicians are unavailable, the caller will be placed in a hold queue. They will be transferred from the hold queue once a technician becomes available. The caller has the option to leave a voicemail if they choose not to wait in the hold queue. Please make sure you are available for a call back.

Call backs

On a call back, the Help Desk will leave a voicemail for the user. If there is no answer, the Help Desk will make additional attempts to contact the user for 3 consecutive days. If the user has not responded to the Help Desk after the third day, the ticket will be marked completed.

Please be aware, the local ComTech technician's workplace is not at the ComTech Help Desk. If there is a problem, and you need the technician that just worked with you to return, or for questions concerning an issue that the technician worked on please call; (254) 770-1210 option 1.



Calls directly to a local ComTech technician and not the Help Desk first that are considered inside the scope of the Help Desk responsibilities could result in your company being charged extra.

Software & Services Covered by the ActiveCare Help Desk

The following software and services will be covered by the Help Desk:

Software

- **Desktop Operating Systems**
 - Windows 10 (limited) Windows 11 – Current (Preferred)
- **Office Suites**
 - Microsoft Office 365 - Current (*includes Word, Excel, PowerPoint, Access)
- **Email Clients**
 - Microsoft Outlook 365 - Current
- **Browsers**
 - Microsoft Edge
 - Google Chrome
 - Mozilla Firefox
- **Common Applications including, but not limited to:**
 - Adobe Acrobat and Reader

Third Party/Proprietary Software

All third party and proprietary software will be supported on a **best effort** basis.

“Best Effort” means that the Help Desk will not refuse to troubleshoot issues with third party and proprietary software that they are unfamiliar with. However, in the case of limited or no experience with the software, the Help Desk may assign the ticket to a local ComTech technician who will contact you in the order of our queue.

Some problems require research and as such cannot be resolved right away, please give our technicians time to resolve your problem. We will keep you or your technical liaison informed of our progress.

Services

- **PC and Network Troubleshooting**
 - Network connectivity
 - General PC hardware diagnosis
 - Printers, drivers, and queues
 - Database connectivity
- **Terminal Services / Remote Web Workplace**
 - Printer setup and troubleshooting
- **Phones**
 - Setup and Configurations
 - Synchronization troubleshooting
- **Administrative Tasks**
 - Create user accounts and groups
 - Create mailboxes and distribution lists
 - Reset passwords
 - Unlock domain accounts
 - File/Folder permissions
 - Microsoft Outlook profile setups**

All Administrative tasks need to be assigned with at least a TWO WEEK notice in advance. Though it does not normally take us two weeks to create accounts, we ask for the time so we can test the account and, if necessary, help you set up a computer for it.

- **Software Installations**
 - Installations are a scheduled task
 - Carried out 8:00am to 5:00pm CST Monday-Friday
 - 48-hour advanced notice is needed to schedule the installation
 - Maximum of 5 PCs per client site per day

Software installations are considered a low priority. If software installations are needed earlier than in the 48-hour window, or before they can be scheduled with the Help Desk, they will be billable at Project Work rates.

- **Software Updates**
 - Updates are a scheduled task
 - Usually carried out after hours
 - Can be scheduled for immediate update if all current info is available for the said update and is not needed for multiple machines or users.
 - Multiple machines and/or users will need to be scheduled after hours

PLEASE NOTE: If the PC is unavailable at the scheduled time of installation or upgrade, the Help Desk will assign the ticket to a local ComTech technician to reschedule. If the PC is unavailable after three scheduled attempts, the Help Desk will re-assign the ticket to the local ComTech technician, and the installation will be the responsibility of the local ComTech technician and fall outside of ActiveCare and becomes project work and billed as such.

- **Antivirus and Spyware/Malware**

Manual scans and removals will be performed by the Help Desk technician only if (a) the end-user calls in and states that their Antivirus or Spyware software has detected a virus or spyware, or (b) the end-user calls in and complains of symptoms most likely caused by a virus or spyware.

Outside the scope of the Help Desk

- PC or printer hardware setups and configurations
- User profile setups and configurations (apart from Outlook profiles)
- Data transfers
- Changes to the physical network or workstations
- General questions (e.g. purchasing, moves, recommendations and consulting)
- ISP outage (e.g. Spectrum, Astound, Starlink, etc.)
- Hardware/Software/ISP Vendor management
- Application "How To" training*
- Bulk work**
- File and Folder Restores

These items that fall out of the scope of the Help Desk must be processed through the local ComTech office at 254-770-1210 x1. When calling, if we are not available, please leave a voice message or leave a message with our operator.

** The Help Desk's primary responsibilities are to the services described in this document. To complete the requests in an efficient and timely manner, any training that may be required must be handled through ComTech and the company's main point of contact.*

*** Any service request (in scope and excluding software installations) involving multiple PC's will be considered bulk work. For example, if a client site gets a new printer and the printer needs to be added to all the PCs at the site, this follows the rules of bulk work and must be scheduled as such.*

For software installations, any request involving more than 5 PC's will be considered bulk work. Software install requests are limited to 5 PC's per client site per day.

Major Changes, New Projects, and Migrations

With major changes and migrations, it is recommended to be on a Monday, Tuesday or Wednesday, please avoid Thursday, especially Friday and US Holidays. With a new system, things may not be perfect in the first couple of weeks, minor adjustments are required (menu, modifiers, setup, profiles etc.) it could take as long as 30 days. It takes time for the staff to be familiar with the system.

Customer responsibilities

To facilitate the support process, customers are required to:

- Provide detailed information at the time of the service request, which consists of the caller's name, company name, workstation name and a description of the problem.
- Make every effort to be available to communicate with Help Desk Technician if required.
- Notify the Help Desk in advance of any predetermined required assistance.
- Do not install software Contact the Help Desk for Help



Any changes to ComTech's ActiveCare monitored devices and software that are made without ComTech's prior approval or scheduling with ComTech to make the changes for you may result in project work, and subject to charges under the ActiveCare S.L.A. agreement between ComTech and your Company, especially if the changes you make break your system or the network in some way.

Thank you for reading this information. If you experience a problem with any of these processes e.g. you are not being helped in a timely manner, or any other issues or constructive comments please notify Robert Vander Meiden at:

Email: rob@comtech-networking.com

Or call: (254) 770-1210 x250