

Support Priority Levels and Definitions

SMA Technologies Technical Support team is here when you need us. Our normal business hours are Monday – Friday, 8AM-5PM Central Time.

As an OpCon customer you have complete access to a reliable team of technology professionals who have the knowledge and experience you require, supported by a commitment to reliable service and customer care. We understand the urgency that drives your need for support. Below are our Support Priority Levels and Definitions:

Priority 1 – 24 hours a day/seven days a week

- Production OpCon environment **down** and **unable to process any jobs**
- Response Time: 1 Hour
- Who Is Involved: Support Technicians during normal business hours
- On-call personnel for after-hours calls

Priority 2 – 24 hours a day/seven days a week

- Production jobs are failing**, with **no workaround** for the failed jobs
- Response Time: 2 Hours
- Who Is Involved: Support Technicians during normal business hours
- On-call personnel for after-hours calls

Priority 3 – Available during normal business hours only

- Production jobs failing**, and customer has a **viable workaround** in place
- Response Time: 3 Hours
- Who Is Involved: Support Technicians during normal business hours

Priority 4 – Available during normal business hours only

- Routine support for all customer environments
- Response Time: 1 Business Day
- Who Is Involved: Support Technicians during normal business hours

Priority 5 – Available during normal business hours only

- Service Requests
- Response Time: 5 Business Days
- Who Is Involved: Support Technicians during normal business hours
- Client Relations for quoting services



SMA Support Contact Information - US

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