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Support hours and response time targets

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Our support desk is staffed **Monday to Friday, 08:00 to 18:00 UK time**. We are closed on English bank holidays.

Response targets

- **Urgent** - first response within 1 hour
- **High** - first response within 4 hours
- **Normal** - first response within 1 business day
- **Low** - first response within 3 business days

Targets are measured from the moment a ticket is created, and only business hours count towards them. Tickets raised at the weekend begin counting at 08:00 on the next working day.

Out of hours, only Urgent tickets are monitored, via the on-call rota.