



Support Service Levels

Serif Systems Ltd

Company Registration No. [2926218](#)

[Registered 5th May 1994](#)

Registered address:

7 Archbold House, Albert Road, Leeds LS27 8TT.

Tel: 0113 238 1590 - Email: admin@serif.net - [Support Helpdesk](#)

See below your dedicated team that will provide you with your required level of on-going support.

A) Business Hours

Incident type	Primary Contact	Secondary Contact	Response time
Critical e.g. site down, financially impacting functional error	Support Helpdesk	Office Admin Work: 0113 238 1590 email: admin@serif.net	Immediate Acknowledgement (support system) Aim to respond within 2 business hours
Non Critical e.g. problem uploading images etc.	Support Helpdesk	Office Admin Work: 0113 238 1590 email: admin@serif.net	Immediate Acknowledgement (Support system) Aim to respond within 4 business hours

B) Non Business Hours

Incident type	Primary Contact	Response time
Critical e.g. site down	Support Helpdesk	Immediate Acknowledgement Aim to respond within 2 business hours