



Your Technology Partner

Serif Systems Ltd.
Archbold House,
Albert Road, Morley,
Leeds LS27 8TT

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Company Reg No: 2926218
VAT No: 613 4994 30

IT (Maintenance) Support Service Levels

Serif Systems Ltd

Company Registration No. 2926218

Registered 5th May 1994

Registered address:

7 Archbold House, Albert Road, Morley LS27 8TT

Tel: 0113 238 1590 - Email: support@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. server down, financially impacting functional error	Support Helpdesk	Office Admin Work: 0113 238 1590 email: support@serif.net	Immediate Acknowledgement Response within 1 business hour. Pertinent Engineer Response within 24 Hours (By reported time on following business day)
Non Critical e.g. minor software issue etc.	Support Helpdesk	Office Admin Work: 0113 238 1590 email: support@serif.net	Immediate Acknowledgement Response within 2 business hours. Pertinent Engineer Response within 24 Hours (By reported time on following business day)

B) Non Business Hours

Incident type	Primary Contact	Response time
Critical e.g. server down	Support Helpdesk	Immediate Acknowledgement Response within 1 business hour. Pertinent Engineer Response within 24 Hours (By reported time on following business day)