



Purpose

This document gives customers a role-based view of support routes, ticket severity and escalation. It avoids publishing individual contact details and should be updated with account-specific contacts where needed.

Support channels

Channel	Use
Support portal	All authorised points of contact should create service requests at https://support.senso.cloud with the correct severity classification.
Account manager / commercial contact	Commercial questions, renewals, add-ons, pricing and Order Form queries.
Privacy / data protection contact	Data protection, privacy, DPA or data subject request support.
Security escalation	Security incidents, vulnerability reports and urgent security concerns.

Support hours

Region	Standard support hours
North America	08:00 am - 04:00 pm CT, Monday to Friday, except Federal Holidays.
United Kingdom	9:00 am - 5:00 pm GMT, Monday to Friday, except UK public bank holidays.

Ticket classifications and target SLA response times

Severity	Definition	Target
1 - Urgent	Total customer outage or outage impacting the majority of users.	Respond within 2 business hours / resolve within 8 business hours.
2 - High	Problem affecting a large user group; alternate bypass may not be possible.	Respond within 4 business hours / resolve within 48 business hours.

3 - Medium	Problem affecting a small user group; alternate bypass may be available.	Respond within 8 business hours / resolve within 180 business hours.
4 - Low	Problem that is inconvenient and not critical to the customer business.	Respond within 16 business hours / no guaranteed resolution.

Internal escalation overview

- Level 1 Technician receives/creates the ticket and determines whether Severity 1 escalation is required.
- Severity 1 incidents are escalated to the Incident Manager or backup roles.
- Level 2 groups are engaged where required to restore service.
- Director of Operations and CEO notification routes are used for Severity 1 incidents as described in the SLA.

Source basis

- Support Service SLA, revised 7 April 2020