



Notes

- Support is available 24 Hours a day, 7 Days a week, 365 Days a year
- Phone calls should be made to Bastian Support by Client System Expert for most expeditious resolution.
- Once call is made Bastian Support will return phone calls in 15 minutes or less.
- Calls not addressed in guaranteed times will be escalated to the support manager, president, and then the CEO
- Emails to Support@BastianSolutions.com will be responded to within 24 Hours
- Downtime exceeding 1 hour will be reported to Bastian Support Manager
- All issues reported are put into Bastian's Ticket Tracking system

SUPPORT RESPONSE TIMES:

EMAIL: 24 HOURS
PHONE: 15 MINUTES