

# On-Call Duty Policy for Customer Support Team

Date: [Insert Date]

Dear Team,

As part of our commitment to providing exceptional customer support, we are implementing an On-Call Duty Policy for the customer support team. This policy outlines the expectations and procedures for on-call duty to ensure effective handling of any urgent customer inquiries outside of regular business hours.

## On-Call Duty Schedule

Team members will rotate on-call duties weekly, starting on [insert start date]. The schedule will be posted in advance to ensure everyone is aware of their assigned week.

## Responsibilities

During on-call hours, the designated team member is expected to:

- Respond to customer inquiries within [insert response time] hours.
- Document all interactions and resolutions in the support system.
- Escalate issues to the team lead if unable to resolve promptly.

## Compensation

Team members on-call will receive [insert compensation details] as compensation for their availability.

Please review the attached document for further details regarding policies, escalation procedures, and compensation guidelines.

Your cooperation and commitment to delivering outstanding support during on-call hours are greatly appreciated.

Best regards,

[Your Name]

[Your Title]

[Your Company]