

Support Response Time Definitions

Dear [Recipient's Name],

We appreciate your inquiry regarding our support response time definitions. Below is a brief outline of our standard response times:

Response Time Categories

- **Critical:** Response within 1 hour
- **High:** Response within 4 hours
- **Medium:** Response within 1 business day
- **Low:** Response within 3 business days

Our team is committed to meeting these response times to ensure your satisfaction. For any urgent issues, please do not hesitate to contact us directly at [Support Contact Information].

Thank you for your understanding and support.

Sincerely,
[Your Name]
[Your Position]
[Your Company]