

ON-DEMAND SILVER NETWORKS SERVICE REQUEST PROCESS
UPDATED: 2020-08-12

Regular Service: 8:00AM – 4:00PM PST Monday through Friday:

1. Contact Silver Networks by any of the following methods
 - a. Phone: (778) 297-4268
 - b. Email: support@silvern networks.ca
 - c. Web: <https://support.silvern networks.ca/>
2. Provide as much detail regarding the service request as possible, including:
 - a. Your name and contact information
 - b. The name of the company for which service is being requested
 - c. A detailed description of your service request
 - d. Date and time you will be available for a callback if required

Once a ticket is issued for your service request, you will receive an email confirmation with a ticket number. Ticket status may be viewed through our support portal at <https://support.silvern networks.ca>.

Note: If the service request requires that you speak with a technician, an appointment will be scheduled at a technician's earliest availability.

Based on the requested service task, your ticket will be assigned one of the following priorities:

- High (eg. server down, multiple users affected): Target response time: within one business day
- Normal (eg. new user account or on-site work): Target response time: two to three business days
- Low (eg. planning future network expansion): Target response time: within one to two weeks

Note: These priority levels are assigned by Silver Networks.

On-Demand After-Hours Service and Rates:

To qualify for on-demand after-hours service:

1. The requested work must be reviewed and approved by a service technician
 2. The work **must be pre-scheduled at least three (3) business days in advance** and is subject to technician availability
- After hours service rate fees are two (2) times the regular service rate.
 - Statutory holidays: the service rate fees are four (4) times the regular service rate.
 - The minimum charge for after-hours service is one (1) hour.

On Going After-Hours Weekday, Weekend and Statutory Holiday Standby Support:

If your company or organization requires **guaranteed standby support** to address server or network issues outside of Silver Networks regular office hours, contact Silver Networks for more information about a Service Level Agreement.