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ZCare Services Technical Support

ZCare Services Technical Support is a 24X7 offering. While support is available 24X7, below are the SLAs that our support contracts adhere to:

Call In Support: Weekdays 8AM- 8PM ET

All calls come into a live call TAC queue and are answered by ZCare Engineers.

Web Support: Weekdays 8AM-8PM ET

All web support cases are answered within one hour via email, or a TAC Engineer will call if contact information is provided.

On Call Support: After Hours from 8PM-8AM ET and Weekends

All calls will be addressed within one hour.

All web support tickets will be considered a non-priority case and will be answered the following business day (M-F) in the morning beginning at 8AM ET.

Weekend and holiday support will follow the same SLA as On Call Support.