

# Support and Contact

During office hours a number of support services are provided to assist with issues of an operational or administrative nature encountered during use of Koongo platform. Please note that only Koongo related tasks are undertaken.

Office hours are defined as **Monday - Friday from 9 AM to 4 PM (GMT)**. Response time and actions taken to resolve a problem are based on the assessment of the business impact of the reported technical issue.

Initial response time is defined to be the first contact by a Support Engineer after the incident has been logged in the support ticket system. Default initial response time for Koongo customers is 24 hours (except weekends). A status update will be communicated to a customer if an incident cannot be resolved immediately or more information is needed. A final follow-up with a customer occurs on a resolution date. A ticket will remain open until a confirmation is received that a customer is satisfied with a resolution.

The issue is considered as solved and the related ticket is closed when there is no email received from the customer within 4 days from the last Koongo reply.

You can contact Koongo at [support@koongo.com](mailto:support@koongo.com)