

Technical support is included in all Zettagrid services and available 24/7 and 365 days. We encourage you to visit www.zettagrid.id/support as your primary support resource. Our support pages provide direct access to essential resources, including Service Status page, FAQs, User Guides, and other resources to assist in managing your environment. Should you require further assistance, please reach our dedicated support team using the information provided below:

Contact Options	
Support Phone	+62-811-28-38-78
Support Email	support@zettagrid.id
Support Page	https://www.zettagrid.id/support
Status Page	https://status.zettagrid.com
Business Hours	Monday to Friday: 7 AM to 7 PM GMT+7 (Jakarta Time - WIB)
After Hours	Monday to Friday: 7 PM to 7 AM GMT+7 (Jakarta Time - WIB) Saturday, Sunday, Public Holidays

Response Targets		
Email (Business Hours)	Within 1 hour	
Email (After Hours)	Next Business Day	
Phone (Business Hours)	Priority 1:	0-30 min
	Priority 2:	Up to 4 Business Hours
	Priority 3:	Up to 8 Business Hours
Phone (After Hours)	Priority 1:	0-30 min
	Priority 2:	Next Business Days
	Priority 3:	Next Business Days
High-Risk Activity Notification	Scheduled:	7 Days Prior
	Critical:	Immediately

Priorities	
Priority 1	Your service is <u>DOWN</u> or severely degraded. The loss or degradation of this service is having a significant impact to your business.
Priority 2	Your service is available but is degraded and may be experiencing frequent or repeated faults. Your business can still operate, but productivity is adversely impacted.
Priority 3	When your service query does not fit within the priority 1 or 2 categories. This includes service requests, configuration changes and how to do requests.