What are your support ticket response times?

Maintenance Packages · https://computancy.co.uk/kb/what-are-your-support-ticket-response-times/

We aim to respond to your ticket as quickly as possible, often immediately, but an instant response isn't always feasible, but you'll receive an automated reply to aknowledge your request.

We endeavour to resolve issues on the same day, giving priority to breakdowns and errors that impact website functionality. Fixes that require website downtime are typically undertaken outside of core office hours, unless they are urgent.