When can I get support?

Maintenance Packages · https://computancy.co.uk/kb/when-can-i-get-support/

We endeavour to respond to your support ticket promptly and schedule your task accordingly. For updates, changes, and repairs, we prioritise each during our core office hours, which are 06:00 – 18:00 CET Monday to Thursday, and 06:00 – 14:00 CET on Fridays.

We understand the unpredictable nature of business; therefore, outside these hours, we remain committed to providing support as swiftly and effectively as possible, on a best endeavour basis.

Although we work CET time, we try to align with UK Bank Holidays where possible