## **Response times**

Under the provisions of the current <u>JANET SLA</u> [1], the JANET Service Desk will respond to fault reports within one hour during working hours.

Source URL: https://community.jisc.ac.uk/library/janet-services-documentation/response-times

## Links

[1] http://www.ja.net/services/publications/policy-documents/service-level-agreements.html