

## IT-Boosting Support & Helpdesk

### Support Informationen & Response time

Services provided by the IT Boosting Helpdesk (powered by TwinCap First AG) are available during the specified time intervals (see below). Please note that any service provided by the helpdesk **is liable to costs**. Service are reported by units of 15 minutes at least and billed monthly by the agreed hourly fee (without agreement EUR 160.- excl. VAT)

#### Description

##### Service Desk

The service desk is the single point of entry for any issues related to IT. We provide services as follows: Services are provided in German and in English (upon availability of resources).

Services are primarily provided via Remote Desktop Support (TeamViewer), by phone or by email.

**Services on customer premises are only available on specific request.**

##### Opening Hours:

Monday – Friday, 08.30 to 17.00 (GMT+1), Lunch break 12.00 – 13.30.

##### Response time:

We are keen to provide response to your inquiries as soon as possible and as competent as possible but we do not guarantee any response time nor that we are able to solve all issues.

Services are rendered based on «best effort» and usually response times can be expected to be like this:

**Definition:** Response time = Opening of ticket, engineer starting to work on the ticket:

- During office hours: about 4h (by phone/mail)
- Outside Office Hours, «best effort»

##### How to contact support:

[support@it-boosting.de](mailto:support@it-boosting.de)

[+49 74 31 94 93 43](tel:+497431949343)

[Create Ticket online](#)

<https://support.twincapfirst.ch/de/support/tickets/new>