

Basic Trouble Catalog and Technical Support

Type of Fault	Description	Range	Time to Solve
Software Failure	Software Crash	Single Access Point	2 hours to 1 working day
	Data error	All customers	1-2 working days
Line Fault	Internet	Single Access Point	2 hours to 1 working day
	Dedicated line failure	All customers	Within 1 hour
Equipment failure		Single Access Point	4-8 hours
Data provider's data failure		All customers	Depends on the provider's failure recovery situation