

While our offices are closed on a few special days throughout the year, don't you worry—we've got your back. While our offices are technically closed, we're just a message away. Our holiday support process is exactly the same as after-hours support, with our team on-call and ready to help.

Please mark your calendars for those rare occasions when our team takes a break to recharge:

New Year's Day
(January 1)

Thanksgiving Day
(fourth Thursday in November)

Memorial Day
(last Monday in May)

Black Friday
(Friday after Thanksgiving)

Independence Day
(July 4)

Christmas Eve
(December 24)

Labor Day
(first Monday in September)

Christmas Day
(December 25)

What to Expect

During Extended Hours

Ticket Submission > Dispatcher: Immediate acknowledgment

Priority Level: Emergency

- Remotely responds: Within 60 minutes
- Arrives onsite: Within 6 hours

All other priority levels

- Remotely responds: Within 60 minutes
- No onsite response available*

*Aside from emergency tickets, onsite determination must be made before 3 p.m. ET, and only on a weekday. Otherwise, an onsite determination is considered to have originated the next business day. For example, an incident requiring an onsite visit is reported at 6 p.m. Thursday night and is deemed "Urgent" but not an "Emergency". This ticket will require onsite service before COB on Monday since onsite determination is considered to have originated on Friday. That same ticket, if submitted at 6 p.m. on a Saturday, would be considered to have been received on Monday and would require an onsite visit by COB on Tuesday.