

Published on *Jisc community* (<https://community-stg.jisc.ac.uk>)

[Home](#) > [Network and technology service docs](#) > [Fault reporting](#) > Response times

Response times

Under the provisions of the current [JANET SLA](#) ^[1], the JANET Service Desk will respond to fault reports within one hour during working hours.

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

Links

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