Customer Support Charter · v1.3 · 18 Nov 2026

Support SLA, Response Time, Resolution Time & Escalation Matrix

Who supports you, how fast we respond, when we resolve, and who to call when it matters — whether you subscribed directly with USR or through a USR partner.

30 min
Critical (P1) acknowledgement, 24×7×365

8 hrs
Critical (P1) resolution target

5 levels
L1 to L5 escalation, named owners

5 models
Direct, partner-led and white-label supported

1. Who supports you? Pick your buying route

Your support starts with whoever provides and implements your USR subscription. USR INFOTECH (R&D and product) always stands behind every route.

A Direct subscription with USR

USR subscription → OKR Stars implements → OKR Stars supports L1–L2 → USR product team L3

Invoice: USR INFOTECH | Contract: USR | SLA owner: USR

B Partner-led: subscription, implementation & support by the partner

Reseller partner subscription → Partner implements → Partner L1–L2 → USR Partner Desk L3

Invoice: Partner | Contract: Partner

SLA owner: Partner (product SLA backed by USR)

C Partner subscription, implementation by OKR Stars

Reseller partner subscription → OKR Stars implements → OKR Stars L1–L2 → USR product team L3

Invoice: Partner (licence) · OKR Stars services as agreed

SLA owner: as in the three-party order form

D Direct subscription, implementation by a USR-appointed partner

USR subscription →

Appointed partner implements (by skill & location) →

Partner L1 · OKR Stars L2 → USR L3

Invoice: USR INFOTECH | SLA owner: USR

E White-label / co-branded partner

Partner-branded subscription → Partner L1–L2 → USR Partner Desk L3

Shows "Powered by USR INFOTECH Solutions Pvt Ltd"

Invoice: Partner | SLA owner: Partner

Same support for existing S2T PMS customers

Existing S2T PMS (IE / GE / LBU) customers follow route A: the OKR Stars support team handles L1–L2 and USR's product team handles L3.

2. Who owns what, by route

Item	A · Direct	B · Partner end-to-end	C · Partner + OKR Stars	D · USR + partner	E · White-label
Subscription provided by	USR	Partner	Partner	USR	Partner (own brand)
Implementation by	OKR Stars	Partner	OKR Stars	Appointed partner	Partner
L1 first-line	OKR Stars	Partner	OKR Stars	Partner	Partner
L2 specialist	OKR Stars Solutions Lead	Partner lead	OKR Stars Solutions Lead	OKR Stars Solutions Lead	Partner lead
L3 product & engineering	USR core team	USR Partner Desk	USR core team	USR core team	USR Partner Desk
L4 / L5 management	USR Directors	Partner management, then USR Directors	USR Directors	USR Directors	Partner management, then USR Directors
Billing & invoicing	USR INFOTECH	Partner	Partner	USR INFOTECH	Partner
Who owns your SLA	USR	Partner	Per order form	USR	Partner
Data hosting	USR Apps on AWS · Indian customers' data stays in India				

3. Priority levels & response / resolution times

Priority	What it means	Acknowledge	First response	Updates	Workaround	Resolution target	Coverage
P1 Critical	App down, payroll run blocked, data loss or security incident, no workaround	**30 min**	**1 hr**	Every 2 hrs	4 hrs	**8 hrs**	24×7×365
P2 High	Main feature broken, many users affected, workaround exists	2 hrs	4 hrs	Daily	1 working day	**2 working days**	Working hours
P3 Medium	Part of a feature fails, a few users affected	4 hrs	1 working day	Every 2 working days	—	**5 working days**	Working hours
P4 Low	How-to questions, small changes, requests, suggestions	1 working day	2 working days	On request	—	**10 working days** or next release	Working hours

Working hours

Monday–Friday and alternate Saturdays, 9:30 am – 6:30 pm IST. P1 issues are handled by our Emergency Response Team every day, including holidays.

What the times mean

Acknowledge = ticket logged and priority set. **First response** = a support engineer is working on it. **Resolution** = fix or agreed workaround delivered, clock runs until the issue is closed.

When the clock pauses

While we wait for information from you, for planned maintenance, or for a third-party service we depend on. A ticket closes when you confirm, or after 5 working days without reply.

4. Escalation matrix

L1

Customer-facing

Support Engineer

Logs the ticket, sets priority, first fix, how-to help.

support@usrinfo.tech

Support +91 93530 58153

L2

Customer-facing · Lead & core team

Solutions Lead

Configuration, data and workflow issues; owns your ticket if L1 cannot close it.

support@usrinfo.tech

Support +91 93530 58153

L3

Manager · Core team

IT Head

Product defects, code fixes, hosting and security. Reached through L2.

support@usrinfo.tech

Support +91 93530 58153

L4

Management

Director, Business Development & Customer Success

Customer-success escalations, partner issues, commercial concerns.

Escalated internally through your USR Desk ticket

Or reply ESCALATE on your ticket

L5

Management

Director, Sales, Partnerships & Contracts

Final escalation: contracts, SLA disputes, billing, security assurance.

Escalated internally through your USR Desk ticket

Or reply ESCALATE on your ticket

Automatic escalation timers (time from ticket logged, if not yet resolved)

Priority	→ L2	→ L3	→ L4	→ L5
P1	Immediately	30 min	2 hrs	4 hrs
P2	4 hrs	1 working day	2 working days	3 working days
P3	1 working day	3 working days	5 working days	7 working days
P4	2 working days	5 working days	10 working days	On request

You can escalate yourself at any time: reply to your ticket with the word **ESCALATE** or call support on **+91 93530 58153**. L4 and L5 escalations are raised internally through your ticket in USR Desk, the ticket management app in USR Apps, so every step is tracked. For partner routes (B and E), use your partner's L1–L2 first; if they cannot resolve it in time, write to **apps@usrinfo.tech** and the USR Partner Desk takes it to L3.

5. How to raise a ticket

Email

support@usrinfo.tech
support@okrstars.co

USR Desk (ticket app)

Raise, track and close tickets in USR Desk, our own ticket management app.
Every ticket gets a number, priority and SLA timer.

usrinfo.tech/?ticket=1

Phone (P1 / urgent)

+91 93530 58153

Please include

Company & app name · Your name & phone · What happened · Screenshot · How many users affected · Priority you suggest

6. Security incidents & data protection

24 hrs
Notice to you after we confirm an incident affecting your data

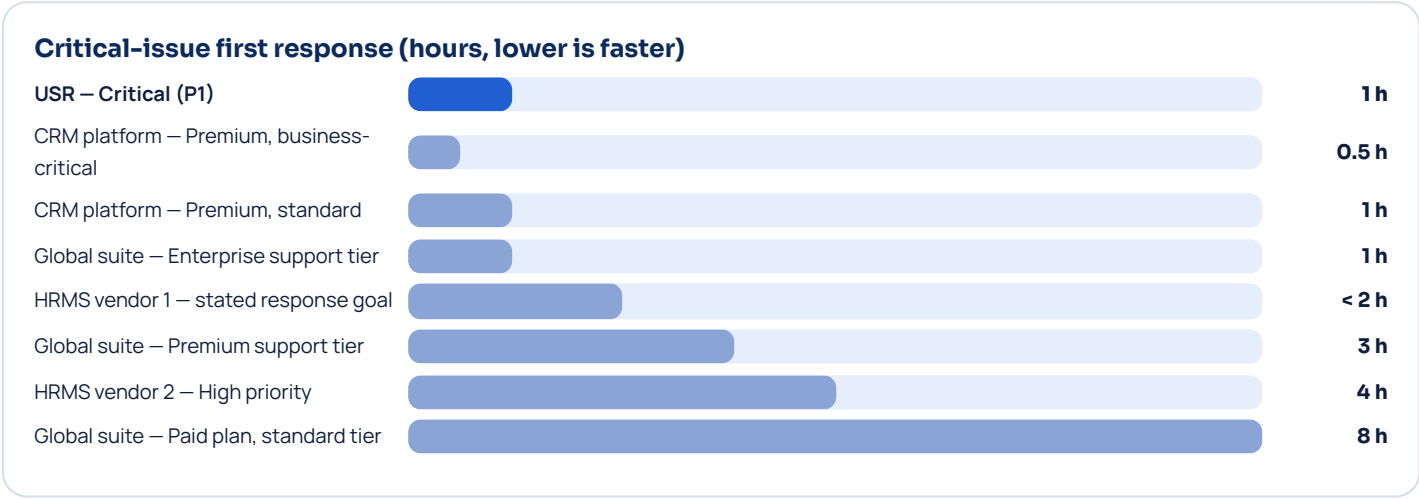
ISO 27001
Information security, certified

DPDP Ready
ISO 42001 for AI, DPDP work under way

Response targets are service goals, not guarantees. Service credits, if any, apply only where your signed agreement says so.

7. How this compares with SaaS industry practice

Indicative comparison from vendors' public support pages (Nov 2026). Vendors are shown by category. First response is not the same as resolution.



Provider (category)	Critical first response	Resolution	Support hours	Cost of faster support
USR Apps	**30 min ack · 1 hr response**	**8 hrs target (P1)**	**P1 24×7×365**	**Included in your plan**
Global suite vendor	8 h · 3 h · 1 h by tier	Not published	8×5 · 24×5 · 24×7 by tier	Premium 20% · Enterprise 25% of subscription
CRM / marketing platform	1 h · 30 min (business-critical)	Not published	24×7 email in premium support	Paid add-on for top-tier plans
HRMS vendor 1	Under 2 h (stated goal)	Average under 6 h (stated)	Phone, email, in-app	Not stated
HRMS vendor 2	4 h (High)	24 h (High)	Business hours	Not stated
HRMS vendor 3	By plan (Standard, Premium, Enterprise)	By plan	By plan	Plan-based; figures not public
Accounting software vendor	No public response SLA	Not published	Via service partners	Annual subscription for updates and support

On par
P1 first response of 1 hr matches the fastest paid tiers of global suites

0%
Extra fee for P1 24×7 cover (suite vendors charge 20–25%)

5 levels
Named escalation up to Director, with auto-timers

Figures come from each vendor's public pages or marketing material and change often; some plan-level numbers are not published. Treat as indicative, not a guarantee of any vendor's service.

8. Important notice & disclaimer

Targets, not guarantees

The response, resolution and escalation times in this document are service targets. Service credits or remedies apply only where your signed agreement says so. If this document and your signed agreement differ, the agreement prevails. For partner routes (B, C and E), your partner's agreement with you governs, and USR INFOTECH is not responsible for commitments made by a partner.

Policies and clauses can change

USR INFOTECH may update this document, its clauses, service levels, contacts and website information from time to time to reflect product, legal, security and operational changes. The latest version is always on usrinfo.tech. A downloaded or printed copy is valid only for its version date. Where a change reduces a service level, we will give reasonable notice by email or in-app.

What is not covered

Planned maintenance, events beyond our control, issues caused by customer systems, third-party services or unsupported configurations, and requests for new features or custom work. These follow separate timelines.

Industry comparison

Section 7 uses information from other providers' public pages as of Nov 2026. It is indicative only, may be out of date, and is not an endorsement of or statement about any provider. All trademarks belong to their owners.

Use of this document

© USR INFOTECH Solutions Pvt Ltd. This document is shared for the recipient's own evaluation and use as a USR customer or prospect. Please do not alter it, republish it, or use it to represent USR's commitments to others, or in comparative or promotional material, without our written permission. It is not an offer, contract or warranty.

Your data

Tickets and attachments may contain personal data. We handle them under our privacy policy and your agreement. Please do not share passwords, card numbers or government ID numbers in tickets.

Document control

Version	Date	Change	Owner (role)
v1.3	18 Nov 2026	L1–L3 contacts: official support number and email; L4–L5 escalated internally through USR Desk tickets	Director, Sales, Partnerships & Contracts
v1.2	18 Nov 2026	Added important notice, disclaimer and document control	Director, Sales, Partnerships & Contracts
v1.1	18 Nov 2026	Added SaaS industry comparison; USR Desk ticketing	Director, Sales, Partnerships & Contracts
v1.0	18 Nov 2026	First issue: SLA, escalation matrix and ownership by route	Director, Sales, Partnerships & Contracts

Next scheduled review: Feb 2027, or earlier if services change. Questions about this document: support@usrinfo.tech.