

UTNG Email Response Policy

- 1) Email service responses are based on the time the request actually reaches the recipient.
- 2) Requests sent during normal operating hour should receive a response within two business days.
- 3) Recipients of email requests may be unavailable for extended periods of time.
- 4) Critical or very important requests should always be phoned into the UTNG HQ switchboard.
- 5) Military issues may prevent UTNG personnel from responding within the standard timeframe.