



Help Desk Service Level Agreement

Method of Contact

The Help Desk acts as a central point of contact for all technical support issues. These include issues related to phone function, system configuration, consultation, installation and troubleshooting. Support requests may be submitted online via chat, via email, or by phone. Please note that due to staffing limitations phone support may not be immediately available at all times and waiting in queue is normal.

Online Chat www.clearvoicetel.com/support
 Email support@clearvoicetel.com
 Phone (208) 287-5524

Hours of Operation

Regular business hours are 8:00 a.m. to 5:00 a.m. Monday through Friday. Exceptions may be made for closures due to holidays, administration, or inclement weather. During closures and non-business hours Help Desk calls will be routed to the on-call technician.

Customer Responsibility

Before contacting the Help Desk for service interruptions please verify power to your network equipment and Internet services at your location. If you are experiencing a loss of power or internet services please contact your network administrator, power provider, or Internet service provider.

When contacting the Help Desk please have your complete contact information (first and last name, company ID/name, and phone number) and a clear, specific description of the problem or request including any error messages you have received.

Help Desk Responsibility

We will, using tracking software, call logs, and email transactions, maintain records of incoming requests as they are received. When receiving a request by telephone the Help Desk team member will attempt to determine the nature of the problem, create a service ticket, and refer the query to the appropriate technician or staff member. All requests will be handled according to the Priorities and Response Times statement below; all requests will receive an initial response the same business day the request is received.

Priorities and Response Times

The Help Desk will use the following guidelines in handling requests and will make all reasonable attempts to respond and resolve all requests within the timeframe allotted. Actual response and resolution times may vary depending on the volume of requests at any given time. If a request cannot be handled within the allotted timeframe the customer will be notified and provided an estimated time of completion.

Classification	Acknowledgement/Response	Service Call Status	Affected	Description of Issue	Target Resolution Time ¹
High	Acknowledgement in 15 minutes and update every 30 minutes until completed	Ticket status is High and Open	All customers are affected	Core router down, switch down, carrier circuits are down, internet down, server failure, or NOC power failure ²	As quickly as possible. Should be restored in 2 hours
Medium	Acknowledgment in 1 hour ³	Ticket status Medium and Pending	All services are up	Troubleshooting call quality, troubleshoot call failures, troubleshoot dial failures, troubleshoot soft fax failures, number forwards, M6 programming changes without partition or phone rebuilds, and password resets	Should be completed within one business day from receipt.
Low	Acknowledgment in 1 hour ⁴ initial response in 1 business day	Ticket status Low and Pending	N/A	Disconnects, suspensions, partition rebuilds, phone rebuilds, equipment testing/repair, informational requests (CDRs), caller ID changes, auto attendant changes and miscellaneous non-service related inquiries	Should be completed within 1-14 business days depending on issue
After Hours ⁵ (weekdays from 5:01 p.m. to 7:59 a.m. and weekends)	Acknowledgment in 30 minutes and follow ticket classification time frames**				Next business day or at Technicians discretion

¹ Due to the wide diversity of problems that can occur, and the methods needed to resolve them, resolution times may vary these are used as a general guideline.

² Carrier Dependent - if waiting on upstream or intermediary carrier can affect our ability to maintain timeframes.

³ 1 hour for email responses. All phone calls will be answered in the order in which they were received.

⁴ 1 hour for email responses. All phone calls will be answered in the order in which they were received.

⁵ No email responses on weekends. Emails will be acknowledged next business day and will follow ticket classification guidelines.