

SLAs (Service Levels) provided by Mitel

VIP Support

PRIORITY	DEFINITION	RESPONSE TIME	CASE UPDATE FREQUENCY
P3	Standard issues not impacting the ability to make or receive phone calls	24 Hours	48 Hours
P2	Urgent issues impacting an individual person that is unable to use Mitel phone service or is having a call quality issue	4 Hours	24 Hours
P1	Emergency issues impacting an entire location or have serious adverse effect on the client's business	1 Hour	4 Hours

- VIP Support phone queue is available 8am-8pm GMT Monday-Friday.
- VIP Chat Support with PIN is available 24x5.
- Outside of these hours, General (non-VIP) support is available outside of these hours

Customer Success Support

Escalations to Management

- Contact the Partner within 1 hour

Customer Success Manager

- Contact the Partner within 1 business day of case creation

Onboarding Support

Requested onboarding consultation (requested thru Support) = Contact the Partner within 1 business day of case creation

