

Service Level Agreements

Most services we provide to our customers are mission critical to their day-to-day operations. We have established an industry-leading service level agreement that defines, categorizes and prioritizes incidences based upon the overall impact to the customer's organization - the higher the impact, the higher the priority.

Level	Name	Description	Type	Operating hours
P1	Scheduled Task	Scheduled maintenance or mutually agreed upon date/time for work to occur. (example: CID, CNAM, Installation/Config changes)	Task	8x6
P2	Low	Low priority where productivity and overall impact to the organization is not affected (example: Endpoint features and programming, intermittent dropped calls)	Problem	8x6
P3	Normal	Medium priority where productivity is impacted for a single user and considered a nuisance (example: StarFax Personal, Dial-Out issues, intermittent call quality)	Problem	8x6
P4	High	High priority where productivity is impacted for multiple/many users and is considered detrimental to the operations of the customer (example: Widespread call quality, dial-in, dial-out issues)	Problem	24x7
P5	URGENT	CRITICAL / OUTAGE where all systems/services are unavailable for all users/offices. No workaround available. (example: StarBox CCM down, all phones unable to place/receive calls, 911 outage)	Incident	24x7

* MTTR is defined as the time it took to fix the issue, not the time waiting for customers, suppliers or third parties.

Escalation Matrix

Level	2 Hours	4 Hours	8 Hours	24 Hours	48 Hours	72 Hours
P1	TSG 844-302-7827					Britta Johnson 941-960 8164
P2	TSG 844-302-7827			Britta Johnson 941-960-8164	Sean Brown 941-960-8606	Sheila Jordan 941-960-8605
P3	TSG 844-302-7827		Britta Johnson 941-960-8164	Sean Brown 941-960-8606	Sheila Jordan 941-960-8605	Yolanda Breeze 941-960-8170
P4	TSG 844-302-7827	Britta Johnson 941-960-8164	Sean Brown 941-960-8606	Sheila Jordan 941-960-8605	Yolanda Breeze 941-960-8170	Scott Downer 941-234-0001 x 325
P5	Britta Johnson 941-960-8164	Sean Brown 941-960-8606	Sheila Jordan 941-960-8605	Yolanda Breeze 941-960-8170	Scott Downer 941-234-0001 x 325	Michelle Accardi 941-234-0001 x453