



Technical Support Contact Information

G12 Communications

Technical Support can be reached through the following methods:

Hours: 6:00am-6:00pm PST

Phone: 877.311.8750 opt 8

Email: support@g12com.com

Ticket Severity Levels defined:

- **T1:** A problem that severely impacts your use of the software in a production environment (such as not being able to process phone calls inbound or outbound). The situation halts your business operations and no procedural workaround exists.
- **T2:** A problem where the software is functioning but use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural work around or a non-ideal workaround exists.
- **T3:** A problem that involves partial, non-critical loss of use of the software in a production environment. For production environments, there is a medium-to- low impact on your business, but your business continues to function, including by using a procedural workaround.
- **T4:** A general usage question, reporting question, trivial error, or recommendation for a future product enhancement or modification. For production environments, there is low-to- no impact on your business or the performance or functionality of your system, including by using a procedural workaround.

Response times for issues are determined by priority and are as follows:

- T1: within 15 minutes
- T2: within 1 hour
- T3: within 2 hours
- T4: within 4 hours

Escalation Process:

During off hours, if you need immediate assistance, please open a ticket with support@g12com.com and call 877.311.8750 opt 8 for immediate attention.

Escalation Levels defined:

Escalation Level 1: If you have submitted a ticket and require immediate assistance.

Escalation Level 2: If you have escalated to Level 1 and have not received a response in 15 minutes.

Escalation Level 3: If you have escalated to Level 2 and have not received a response in 30 minutes.

Escalation Level 4: After 60 minutes, you have already submitted a ticket and have not heard from a G12 communications representative.

Escalation Level 5: If you have gone through all escalation steps within 2 hours.