



ThinkTel Technical Support & Maintenance

Technical Support Demark

ThinkTel provides end user technical support for its products and services up to the edge of our IP and TDM networks. Service degradation that is the result of events occurring at customer premise equipment or 3rd party nodes that is not provided by Thinktel is not covered by this SLA or technical support MTTR. This also does not include technical inter operation & compatibility of customer premise equipment for service with ThinkTel.

Technical Support Escalation

All Technical Support requests must begin with initial contact made to level 1, which will create the formal ticket and triage. If level 1 is unable to assist or correct the issue within its MTTR, the ticket is escalated to Level 2 for further analysis. If the issue is found to be within the ThinkTel demark, this issue is then escalated to Level 3, Customer Care Manager.

Should you discover a there is a multi-subscriber outage. Please, open then appropriate ticket(s) and then follow-up with a telephone with the Tier2 toll-free number to indicate an outage. Action can then be taken immediately on the respective tickets.

If you do not follow this procedure, then it is possible that the multi-subscriber issue may not be responded within 1 hour as outlined.

Level	Phone	Email	Hours	Notes
Level 1:	(866) 928-4465	support.thinktel.ca	24 x 7 call-in assistance	Technical Support
Level 2:	(877) 564-7660 For use in the event of emergency situation/escalation. Answer will be immediate or call back within 15 minutes	support.l2@thinktel.ca An email should also be sent to support.l2@thinktel.ca containing a summary of the problem with examples and contact info for callback	8am-8pm Eastern Emergency support 24x7	Level 2 Support Technicians
Level 3:	(647) 258-7227	jason.carmichael@thinktel.ca	24x7	Customer Care Manager
Level 4:	Office:(780) 809-8002 Mobile: (780) 995-2200	dave@thinktel.ca	24x7	President & CEO



Mean Time to Response (MTTR)

MTTR is the elapsed time before a ThinkTel technician has responded to the ticket (email) or is actively working on it (phone). The time to resolution on each support request varies and is not included in the MTTR measurement.

Level 1: 30 minutes – 1 hour

Troubleshooting and analysis of the product that is not performing as expected. The primary focus is identification of the problem as related to the ThinkTel product. If the identified issue is past the ThinkTel demark, advisory solutions may be given. If the issue is found within the ThinkTel demark the customer care representative will make a request for assistance from a Level 2/3 or the ticket will be escalated to NOC directly.

Resolution Response within 24-48 hrs, resolution itself may be longer if dispatch is required. In the event, of a multi-subscriber outage we will need at least three examples to provide to our underlying carriers.

Level 2: 1 hour – 4 hours

Identified issues within the ThinkTel network are escalated to Network Operations or Engineering if not already aware. This also includes network outages, maintenance windows and production nodes issues.

Level 3: 10 minutes – 4 Hours

In the event of no or adequate response from Customer Care Support, direct your contact to the Customer Care Manager. A formal ticket with ThinkTel must be in place for the Customer Care Manager to review.

Level 4: 1 – 8 Hours

In the event of no response from Level 3 or is unavailable, direct contact to the President & CEO is permitted. A formal ticket with ThinkTel must be in place for the Executive to review.

Scheduled Maintenance Windows

NOC typically performs regular maintenance within the 1st week of the month. Email notifications are sent out to the Account contacts 7 to 10 days prior to the scheduled maintenance window. Clients may also subscribe to the ThinkTel Maintenance RSS/Twitter feed for opt-in notifications (<http://twitter.com/thinktelalerts>)

Emergency Maintenance Windows

In the unlikely event of a predicted service impacting failure, ThinkTel will send out immediate notices to Account Contacts including details of predicted restore time. Clients may also subscribe to the ThinkTel Maintenance RSS/Twitter feed for opt-in notifications (<http://twitter.com/thinktelalerts>)