

Nuvias UC Respond – Contacting Technical Support

Nuvias UC provides a Technical Support Service (24 hours a day, 7 days a week) – details on how to contact Technical Support are referenced below.

	Respond
Online web portal	http://support.siphonnetworks.com/
Telephone	
UK Business hours 0900 – 1700 UK local time Mon – Fri excluding UK public holidays	+44 1633 533109 Menu option 3
Telephone	
24 hours a day for critical cases (out of hours)	+44 1633 533109 Menu option 9
Email	support@siphonnetworks.com

Note in the event the main Technical Support phone line **+44 1633 533109** is not reachable please contact **+44 1202 653328**.

All issues are tracked via our support system and you should ensure that any information you provide Technical Support is recorded either by adding it through the web interface or by emailing support@siphonnetworks.com. For **CRITICAL** issues as defined below you **MUST** contact Technical Support by telephone after raising your case on the support system.

During UK business hours you can contact Technical Support by phoning the number listed above. Outside those hours, our out of hours contact centre will take your details and arrange for an engineer to call you immediately.

Severity	Description
Critical	Problems that severely affect call processing service, traffic, or billing, and require immediate corrective action (24x7).
Major	Urgent problems that significantly affect system operation, maintenance, backup, provisioning, administration, and require fast attention.
Minor	Problems that do not significantly impair the functioning of the system and do not significantly affect service to customers.
Informational	You need to inform us of an activity, need advice, or need some general information.

Required Information

Our goal is always to resolve your enquiry as quickly and completely as possible. If you can provide us all of the information we need to answer your enquiry in the initial request, we can resolve your ticket rapidly.

A well-defined trouble ticket has:

- A narrow scope. Each issue should be raised as a separate ticket. This helps our engineers focus on the specific issue at hand and stops confusing information about multiple incidents from clouding the issue.
- An example illustrating the problem to help us understand the problem
- A description of the methodical fault isolation that you have
- A method to duplicate the fault so that we can try it in our lab if possible
- A comprehensive description of the issue including what you expect to happen and what does actually happen
- Any supporting documentation (logs, relevant configuration, error codes etc.)
- Who is impacted? Is there a common denominator?
- What is the impact?
- When did issue begin/end?

Don't forget that it is imperative that our engineers have a known way to remotely access your platform during critical incidents. This access should be provided and tested before hand to ensure that it works.

About NUVIAS UC

Nuvias Unified Communications (formerly SIPHON) is a leading European Unified Communications solutions provider focused on helping our customers and partners succeed in delivering innovative, profitable, high quality services. As well as supplying a wide range of UC-related products, our team of experienced communications engineers provide a full consultancy service to help bring your service to your customers. Please contact us for more information about products and services that we offer.