

Support Guide

The Infinigate Cloud Support Team

The Infinigate Cloud Support Team provide a single point of contact for partners to report incidents and raise queries. The team are available 24 hours a day, 365 days a year and operate core and non-core hours. Incidents must be reported and queries raised by the partner's authorised support contacts, as expressly authorised by the partner and notified to Infinigate Cloud.

If you are not an authorised support contact, please ask your admin to email support@Infinigate.cloud with your details requested below:

- Full name
- Company email address
- Contact number
- If they require full admin or user permissions

It is the responsibility of the Partner to keep nominated administrator/s contact details up to date within our service provisioning and billing platform, CORE.

Service Level Targets

Severity Code	Business Impact	Target Response Time	Target Resolution Time
1	An unplanned incident causing loss of service to multiple users	1 hour	2 hours
2	Individual user unable to work. Reduced functionality causing severe disruption to the completion of business critical tasks	2 hours	4 hours
3	User experiencing a problem Reduced functionality causing some disruption to the completion of business critical tasks	4 hours	8 hours
4	Non-urgent request or query Reduced functionality resulting in minimal impact to users	1 day	5 days
IMAC	Chargeable service requests for installations, moves, additions and changes	2 days	As agreed with user

Support core hours: 08:00–18:00
Monday to Friday, excluding UK public holidays

Support non-core hours: 18:00–08:00
Monday to Friday, excluding UK public holidays

During core hours (08:00–18:00)

Infinigate Cloud will respond to all severity code incidents during core hours.

For incidents severity 1–4:

You can either submit a website support form, call +44 345 249 3303 or email the below information to support@infinigate.cloud

The form should be sent by an authorised support contact and include the following information:

- Incident reference number (if known) CORE account name and ID Service(s) affected
- A clear description of the incident being raised
- Name of the affected user(s) (if applicable)
- A clear description of the troubleshooting already conducted and the outcomes applicable (if applicable)

During non-core hours (18:00–08:00)

Infinigate Cloud will respond to incidents classed severity code 1 during non-core hours.

The call should be made by an authorised support contact and should have the below information:

- Incident reference number (if known) CORE account name and ID Service(s) affected
- A clear description of the incident being raised
- Name of the affected user(s) (if applicable)
- A clear description of the troubleshooting already conducted and the outcomes applicable (if applicable)

Severity incidents 2, 3 and 4 will be logged by the Infinigate Cloud support team and the resolution process will begin within the core hours of the service.

Escalation procedure

Our aim is to resolve your support request efficiently and to our target service levels. If, in the unlikely event our Support Team are unable to assist you to your satisfaction, please use the following escalation path available during core hours:

Partner Services & Support Manager

Alan Tanner

alan.tanner@infinigate.cloud

+44 203 821 6055

Head of Compliance & Operations

Russ Prior

russ.prior@infinigate.cloud

+44 20 3821 6493

