

## Welcome to Ooma Enterprise!

As an Ooma Enterprise Customer we want you to receive the best possible support experience. For any issues, questions or change requests, please refer to this guide for everything you need to know to effectively engage our support and operations teams to assist.

### Ooma Enterprise Support:

#### Business Hours Support:

Monday to Friday, 8AM to 8PM EST

All non-service impacting requests will be addressed within our regular business hours in accordance with our response time SLAs. If a non-service impacting request has been received outside of business hours, this will be triaged on the next business day by our support team.

#### After Hours Support:

Our support team is available 24/7 for service impacting issues\*.

If you are experiencing a major service impacting issue at any time of day, please submit a ticket via [support.oomaenterprise.com](https://support.oomaenterprise.com) and make sure to select **Urgent** as the priority. Doing so will immediately trigger an escalation to the relevant team member to triage and assist with your issue. You can also send an email to [enterprisesupport@ooma.com](mailto:enterprisesupport@ooma.com) with the word **URGENT** or **EMERGENCY** in the email's subject line to trigger an escalation.

Please subscribe to our status page and you will be alerted in the event of a widespread outage: <https://status.oomaenterprise.com/>

\*An example of a major service impacting issue would be all phones are not working, all inbound/outbound calling is down, or a circuit is down.

#### When reporting an issue:

Please provide as much detail as possible to help our support team better resolve your issue. Some common details include:

- Account name
- The AirDial's MAC address
- The phone number(s) experiencing an issue
- Approximate time issue occurred and was reported
- How often is it happening?
- All troubleshooting and installation steps taken prior to escalating



## How to submit a ticket:

### Using the Ooma Enterprise Support Portal:

This is the best way to submit a ticket. Using our support portal allows you to set the priority of the ticket, view its status, and see all updates in one place.

**Visit us at:** [support.oomaenterprise.com](https://support.oomaenterprise.com)

1. Click Login or, if you're new to Ooma, click Sign Up.
  - a. If signing up for the first time, you will get an activation link sent to your email.
2. Once logged in, click the **+New Support Ticket** link, fill in your email, and copy anyone that needs to be notified of the issue as well.
3. Select your request type and provide a detailed description of your issue/question.
4. Select your priority and click Submit.
  - a. Urgent priority should be used for major service impacting issues only.
5. Afterwards, you'll be able to keep track of your ticket's status. You will also receive any updates via email.

**Via Email:** [enterprisesupport@ooma.com](mailto:enterprisesupport@ooma.com)

All replies will be delivered back via email. You can send us an email at the above address at any time.

**Via Phone:** Call us at [+1-833-603-4247](tel:+1-833-603-4247)

Please select option 1 from the menu to reach our support team. If you know the extension of the person you're trying to reach, you may also dial it upon hearing the menu.

