

# Interchange

## Enterprise Managed Mobility

### Gold Support

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Interchange recognizes the importance of supporting our clients' Enterprise Managed Mobility infrastructure which is why we offer our Standard Support Services. We also understand that when mobile communications are critical to the smooth running of an organization, we need to offer additional levels of active assistance which is why we introduced Gold Support.

Gold Support provides you with access to a team of engineers that will work full-time to get services back up and running. Containing all the features of Standard Support, you will also benefit from the measures described here.

**Dedicated email address** Contact our support team at: [gold\\_support@interchange.com](mailto:gold_support@interchange.com)

**Authorized contacts** Gold customers can have up to four named contacts; an ideal level of support for large or international companies and organizations with 24-hour operations.

**Reporting** Reports issued every three months, including; incident number, priority, contact name, details of incident, actions taken with dates and time of closure.

**Performance reviews** Optional service to formally review incidents and SLA performance.

**Priority 1 calls** 24/7 access to the support center via a dedicated Gold support telephone number can be set up for an additional fee. Please note that out-of-hours support may only be available in English.

	P1	P2	P3	P4
<b>Action plan</b>	15 min	30 min	2 hours	24 hours
<b>Workaround</b>	16 hours	48 hours	6 weeks	12 weeks
<b>Resolved</b>	4 weeks	8 weeks	Next service pack	Not applicable
<b>Escalation</b>	16 hours	48 hours	6 weeks	12 weeks
<b>Feedback</b>	Immediately	After resolution	After resolution	After resolution

#### Contact

Call us on  
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**INTERCHANGE**  
group

Strategic Innovation - Exceptional Support