

## Ciptex Support Overview

Customers can raise issues via ticketing system or telephone in accordance with the support operating hours.

Portal: <https://support.ciptex.com>

Tel: +44 345 8800 808

Customers can view the operational status of Ciptex Services at <https://status.ciptex.com> and subscribe via several methods to receive automated updates. We also strongly recommend that customers subscribe directly to Twilio Status Updates if it is a directly led Twilio incident <https://status.twilio.com>

## Support Operating Hours

Standard Business Hours are defined as 0900-1700 hrs. Anything outside of these times requires an enhanced support package or will be chargeable in accordance with the T&Cs.

The costs for support packages are provided in quotation proposals by your account manager. Typically, they are a percentage of monthly spending or a fixed amount.

Package	Times
Production Support	0900-1730 hrs (GMT) Mon to Fri excluding public holidays
Extended Support	0000 – 2359 hrs (GMT) Mon to Sun excluding 25-Dec and 01-Jan

## Fault Categories

You can select a fault category when raising a ticket based on the definitions below. If Ciptex engineers feel that your ticket is wrongly categorised, we reserve the right to change it accordingly. You will be notified of this if we do it.

Category	Definition
P1 – Business Critical	Only available for production applications. Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists. Does not include development issues or problems in staging environments.
P2 – Degraded Service	Includes intermittent issues and reduced quality of service. A workaround may be available. Does not include development issues or problems in staging environments.
P3 – General Issue	Includes product questions, feature requests and development issues
P4 – Information Request	Request for documentation or advice on service operation



## Response Times

Our SLAs are aligned with Twilio. Ciptex monitors SLAs based on Time to First Response (TFR). The TFR includes a first meaningful response on your ticket.

Category	Response Time
<b>P1 – Business Critical</b>	2 hours (within Support Hours, unless Extended Support purchased)
<b>P2 – Degraded Service</b>	4 hours (within Support Hours)
<b>P3 – General Issue</b>	8 hours (within Support Hours)
<b>P4 – Information Request</b>	16 hours (within Support Hours)

## Reason for Outage (RFO)

Ciptex will provide an RFO to clients on request following a major incident. The Ciptex RFO lead time is 10 working days. This is to provide a narrative which explains the cause, time of events, mitigation, and any recommendations. If the incident is because of a Twilio-led incident, then we will provide a copy of the Twilio Incident Report, on request. This may not always arrive within the same 10 working day SLA depending on the complexity of the incident.

## Escalation Matrix

An escalation matrix is provided to all customers as part of the onboarding process and made available on request.

