



Data-Tel Communications Support Policy

Telephony, Carrier, and Network Services

Our goal is to provide timely responsive service to our clients needs in a professional manner. We have detailed the services available and hours that these services are available. We have also provided the appropriate contact numbers and email addresses to access the providers support resources independently.

Business Hours Support:

- Standard Business Hours: **8AM - 5PM CT**, Monday through Friday.
- Our Direct Support line is **312-454-7505** where calls are answered live during standard business hours.
- All email requests should be sent to support@data-telinc.net, emails are monitored and addressed during standard business hours.
- Our goal is to provide an immediate response.
If we can't respond immediately, you should expect an email response back within 15 minutes.

After Hours Support - Standard:

- Service **after 5PM CT** and **before 10PM M-F** will be addressed within 60 minutes.
- Service request **between 10PM CT** and **8AM** will be available through the [self-service link here](#).
- Self-service support requests can be escalated by our team after 8AM the following business day.

After Hours Support - Premium:

- Additional support services can be customized to accommodate your unique requirements. *Please ask your representative.*

We encourage our clients to use these resources as outlined above. This allows us to leverage all of our resources instead of relying on an individual. We feel this policy provides us with the best opportunity to provide our customers with timely resolutions.

