



## **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](mailto: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 will receive an email response back within the hour.*

#### **After Hours Support - Standard:**

- Emergency requests outside of business hours should be called into our Support Line at 312-454-7505.
- Carrier Support information is available on our website through the [self-service link here](#).

#### **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. We feel this policy provides us with the best opportunity to provide our customers with timely resolutions.