



SUPPORT OPTIONS (REGULAR BUSINESS HOURS)

The easiest and fastest way for you to create a ticket (and check on your ticket while its being worked on) **is by using our web portal**. There, you can track not only open tickets but all previously closed tickets as well. You can use the portal to communicate with the techs and to keep your team updated. You'll receive updates as your ticket is processed. Phone and email tickets will still be available in your account on our online system.

When you contact us during business hours (8:00 AM-5:00 PM Monday-Friday) to create a service request, please use only the methods below:

Web Portal: bigwatertech.com/bigvoice-support/

Phone: 248-586-9400 and press 2 for technical support

Email: BigVoiceTrouble@bigwatertech.com

Include a short description of the problem and any screenshots of errors to assist in the resolution of the issue.

If the ticket is being created by either phone or email you must include your name, company and return contact details.

Service requests must not be made directly with technicians, as this detracts them from resolving the current issue.

SUPPORT OPTIONS (AFTER-HOURS, HOLIDAYS, WEEKENDS)

For immediate emergency service after hours, on holidays, or on weekends (see the chart below for service level definitions) – call us!

When you contact us after-hours to create a service request, please use only the methods below:

Phone: 248-586-9400 and press 2 for technical support, then press 1 for emergency service or press 2 to leave a message – for next-day service.

Email: BigVoiceTrouble@bigwatertech.com



Web Portal: bigwatertech.com/bigvoice-support/

Include a short description of the problem and any screenshots of errors to assist in the resolution of the issue.

If the ticket is being created by either phone or email you must include your name, company and return contact details.

Service requests not made through these methods are not subject to our normal response times.

SERVICE REQUESTS PRIORITY DEFINITIONS:

PRIORITY	EXAMPLE	AFTER HOURS	RESPONSE TIME
 Urgent	Significant degradation of service - large number of users or business critical functions affected	Call Us! Dial 2 then Dial 1.	ASAP
 Low	Limited degradation of service - limited number of users/functions affected, business process continues	Use the portal, send an email, or leave a voicemail.	Next Business Day