

### Severity Levels of SpinSci Service Requests

To ensure that the request is prioritized correctly the Customer (or Avaya acting on the Customer's behalf) will be asked to assign a Severity level for each request.

**Severity 1 (S1):** Any service-impacting outage or severe degradation of the services that impacts Customer's business or affects > 80% of users of such services.

**Severity 2 (S2):** The non-performance or incorrect performance of services that may have an impact on Customer's business or may affect > 50% of users of such services.

**Severity 3 (S3):** A degradation of services that may have or is having a minor impact on Customer's business or may affect some of the users of such services.

**Severity 4 (S4):** Minimal to no impact on the users of the services and any other service incident that is not a Severity 1, 2 or 3 incident

#### How to Request Support

**Phone Support:** 855-522-9998 (Severity 1 & Severity 2)

**Email Support:** [Support@SpinSci.com](mailto:Support@SpinSci.com) (Severity 3 & Severity 4)

The Customer will be provided login credentials, username and password, to access the JIRA system to view the status of tickets. If you do not have Email access to view tickets, contact SpinSci Support by telephone to submit service requests.

**You can use JIRA to view a ticket's status ( Requires a Spin Sci JIRA Login)**

<https://jira.spinsci.com/servicedesk/customer/portal/11>

#### Ticket Status Definitions

**In Triage** - Ticket is created and Severity Level is being set. A Support Engineer has not been assigned to work on the ticket yet.

**Engineer Pending** – A Support Engineer is assigned to the ticket and is working on the ticket.

**Customer Pending** – A Support Engineer is awaiting a response from the Customer for information needed to continue working on the ticket.

**Close Pending** – A Solution has been provided by the Support Engineer and is waiting for Customer's approval to close the ticket, or the Customer has not sent a response to the Support Engineer's requests for information in 2 normal business days. .

**Closed** – The Customer has confirmed that the ticket has been completed to its satisfaction. No further work is performed.

#### Support Coverage

**Standard Support Hours:** 8AM to 5PM, Central Time, Monday through Friday excluding all major US Holidays.

**Emergency Support Hours:** 24x7x365 support is available for Severity 1 incidents & Severity 2 incidents.

Severity Level	Response Time	Resolution Time	Status Update (E-mail)	How to Open	Elapsed / Escalation Time
S1	15 mins	2 hrs.	Every 1 hr.	Phone	1 hr.
S2	30 mins	4 hrs.	Every 1 hr.	Phone	2 hr.
S3	24 hrs.	3 days	Every 24 hrs.	E-mail	2 days
S4	48 hrs.	5 days	Every 48 hrs.	E-mail	3 days

### For Severity 1 and Severity 2

- Call the SpinSci Support Number: 0800-090-3696
- Your Call will be routed to a Support Engineer for handling.
- If a Support Engineer does not answer the call, leave a voice mail with issue details and a contact number. A Support Engineer will contact you.
- Provide a meaningful case title.
- Describe your issue and severity in detail and state the problem as accurately as possible.

**NOTE:** For Severity 1 and for Severity 2 tickets, if required, an audio bridge will be created for coordination with the Customer for addressing the issue (This is **NOT** required for Severity 3 and Severity 4 tickets).

**NOTE:** If Severity 1 and Severity 2 tickets are sent by Email, they will be automatically degraded to Severity 3 and Severity 4.

### For Severity 3 and Severity 4

- Send an email to [Support@SpinSci.com](mailto:Support@SpinSci.com).
- In the "Subject" field, type the following text depending on the severity level ("SEV 3" or "SEV 4") followed by a short description of what is being reported.  
*Example: SEV 4 Punch Text Delay*
- In the E-mail's body, type a detailed description of the incident/request. Please include any additional information that can help assist in the handling of the ticket.
- Your request will be routed to a Support Engineer.
- Please provide a point of contact to facilitate communication with the Support Engineer.

## Escalations

If you are not completely satisfied with the progress towards the resolution of a ticket, you may escalate (Check Elapsed time) the ticket by requesting the Support Engineer to raise the ticket to the next level.