

# Globalgig Service Advantage Team

## Enterprise Advanced Support for the Highest Level of Performance

Because networking is critical to business operations and every second of downtime equates to lost revenue and productivity, the Globalgig Service Advantage Team provides premium support for our Managed Services customers. The Service Advantage Team offers rapid access to our knowledgeable engineers to quickly resolve any network issues. Our Service Advantage Team members are constantly monitoring your network and understand your customized solution, as they maintain as-built network documentation for our Managed Services customers.

### Benefits

- Team dedicated to Managed Services customers (Plus and Premier tiers)
- Direct access to Tier-3 engineering staff for technical support and trouble resolution
- Staffed by experienced network engineers who know your network
- Dedicated resources for escalation
- Personalized support for your customized solution
- Enhanced Reporting as defined within Managed Services

### How to contact the Service Advantage Team:

#### Email

[SATicket@Globalgig.com](mailto:SATicket@Globalgig.com)

- Sending an email here will automatically generate a trouble ticket. All action is addressed through a trouble ticket. A ticket is mandatory to track work and communicate statuses, so **please include your ticket number in the subject line of all follow up correspondence** to ensure continuity.

#### Phone

US Toll Free +1 800 806 2800, International +44 203 695 3698

#### Ticket Portal

<https://globalgig.itclientportal.com/ClientPortal/Login.aspx>

### Escalation Timeline Guidelines

The average repair time is four hours. Globalgig support teams are always available 24/7/365. If you feel the need to escalate an issue at any time, please do so. We are here to help.

- **1st Level of Escalation** – One hour after the ticket has been opened.
- **2nd Level of Escalation** – Two hours after the ticket has been opened.
- **3rd Level of Escalation** – Three hours after the ticket has been opened.
- **4th Level of Escalation** – Four hours after the ticket has been opened.