



Telyra Support Policy



This Support Policy outlines how Telyra, a division of TemperdTek Inc., provides technical and customer support to its clients for VoIP and Unified Communications services.

1. Support Channels

Customers may contact Telyra through the following support channels:

- Email: support@telyra.com
- Phone: Available to business customers with support contracts (number provided upon onboarding)
- Customer Portal: Available 24/7 for ticket submission and service status

2. Support Availability

- Standard Business Support Hours:

Monday through Friday, 9:00 AM – 6:00 PM Eastern Time (excluding holidays)

- Emergency After-Hours Support:

Available 24/7 for critical service-impacting issues (e.g., system outage, 911 service failures).

Contact method and escalation details are provided to designated business contacts during onboarding.

3. Severity Levels & Response Times

Severity	Description	Initial Response SLA	
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Critical	Service-wide outage, 911 impact, security incident	Within 1 hour (24/7)
High	Major issue affecting multiple users or core features	Within 4 hours (business hrs)
Medium	Partial service disruption or functionality issue	Within 1 business day
Low	General inquiries, feature requests, or cosmetic issues	Within 2 business days

4. Customer Responsibilities

To ensure timely resolution:

- Provide detailed descriptions, including call examples, timestamps, and error messages.
- Designate at least one technical point of contact for escalations.
- Maintain and test failover solutions as part of your business continuity planning.

5. Escalation Process

If an issue is not resolved within the stated SLA:

- Contact the Support Team and request an escalation.
- If the issue remains unresolved, escalate to your account representative or service manager.

6. Exclusions

Telyra Support does not cover:

- Customer-owned network issues (e.g., poor Wi-Fi, ISP issues)



- End-user device configuration (unless under a managed service plan)
- On-site visits (unless arranged separately)
- Third-party software not provided by Telyra

7. Service Monitoring

Telyra continuously monitors core systems and network infrastructure and may proactively notify customers of issues or outages.

8. Updates

Telyra may update this policy as services evolve. Customers will be notified of material changes via email or portal notifications.