



PRODUCT OVERVIEW

Complete device lifecycle management for life-safety equipment.

Fire alarm panels, elevator phones, gate intercoms, e-911 lines — the systems that protect lives can't go down silently. Ooma AirDial® Managed Services wraps every AirDial endpoint in 24x7 monitoring, expert support, defined response SLAs, and end-to-end equipment care, so your critical lines stay online and your team stays focused on the business.



24x7 Live Support

Real people, every hour, every day — no voicemail, no callback queues.



< 1 Hour Severity 1 Response SLA

Critical outages addressed within sixty minutes, around the clock.



3 Year Extended Warranty

Hardware coverage tripled from one year to three.

What's Included

Seven benefits to ensure complete lifecycle management.

1. 24x7 Live Support

Toll-free and email answered live by qualified support, 365 days/year. No voicemail, no callback queues.

2. Proactive Notification

Automated alerts to your designated technical contacts the moment an impairment or outage is detected.

3. Incident Management & Escalation

Unique ticket IDs, periodic status updates, closure notifications, and a documented escalation path for Severity 1 events.

4. Severity-Tiered Response SLAs

Severity 1: within 1 hour 24x7. Severity 2: within 4 business hours. Severity 3: within 1 business day. Severity 4: within 2 business days.

5. Equipment Replacement & On-Site Engineering

Notify by 2 PM for overnight shipping. Field technicians dispatched onsite within 24 hours when remote remediation isn't enough.

6. Root Cause Analysis

Written RCA delivered within 10 business days for Severity 1 outages and on reasonable customer request.

7. Extended Equipment Warranty

AirDial hardware warranty extended from one year to three — full coverage across the typical refresh cycle.

Why It Matters

Life-safety lines aren't a place to discover a problem after it happens. Managed Services means proactive monitoring, expert humans on the line, guaranteed response times, and covered hardware — for a fraction of the cost of staffing an internal Network Operations Center, and a fraction of what carrier-resold alternatives charge.