

Ooma Enterprise Support



Welcome! As an Ooma Enterprise customer, we want you to receive the best possible support experience. For any issues, questions or change requests, please refer to this guide for everything you need to know to effectively engage our support and operations teams.

Business Hours Support:

Monday to Friday, 8AM to 8PM EST

All non-service impacting requests will be addressed within our regular business hours in accordance with our response time SLAs. If a non-service impacting request has been received outside of business hours, this will be triaged on the next business day by our support team.

After Hours Support:

Our support team is available 24/7 for service impacting issues. An example of a major service impacting issue would be all phones are not working, all inbound/outbound calling is down, a fire panel isn't able to communicate properly, or a circuit is down.

If you are experiencing a major service impacting issue at any time of day, please submit a ticket via support.oomaenterprise.com and make sure to select **Urgent** as the priority. You can also send an email to enterprisesupport@ooma.com (UCaaS Services) or adsupport@ooma.com (AirDial Services) with the word **URGENT** or **EMERGENCY** in the email's subject line to trigger an escalation.

When reporting an issue:

Please provide as much detail as possible to help our support team better resolve your issue.

Some common details include:

- Account name
- The phone or device's MAC address
- Service address
- The extension(s) or phone number(s) experiencing an issue
- Whether the call was inbound or outbound
- Approximate time issue occurred and was reported
- How often is it happening?
- All troubleshooting steps taken prior to escalating

Using the Ooma Enterprise Support Portal

This is the best way is to submit a ticket. Using our support portal allows you to set the priority of the ticket, view its status and see all updates in one place.

Vist us at: support.oomaenterprise.com

1. Click **Login** or, if you're new to Ooma, click **Sign Up**.
 - If signing up for the first time, you will get an activation link sent to your email.
2. Once logged in, click the **+New Support Ticket** link, fill in your email, and copy anyone that needs to be notified of the issue as well.
3. Select your request type and provide a detailed description of your issue/question.
4. Select your priority and click **Submit**.
 - Urgent priority should be used for major service impacting issues only.
5. Afterwards, you'll be able to keep track of your ticket's status. You will also receive any updates via email.

Via Email:

enterprisesupport@ooma.com (UCaaS Services) or adsupport@ooma.com (AirDial Services)

All replies will be delivered back via email. You can send an email to the above addresses at any time.

Via Phone:

Call us at **+1-866-688-6662** or **+1-604-424-8647**

Please select option 1 from the menu to reach our support team.

Need AirDial support?

Call us at **+1-833-603-4247**

Using the Ooma Enterprise Desktop or Mobile App:

You can also submit a ticket while logged in to your Ooma Enterprise desktop or mobile app.

1. Click on the Settings options from the menu bar.
2. Scroll to the bottom of your screen and click **Contact Support**.
3. Make sure your name and email address are correct.
4. Type in a detailed explanation of your issue or question and attach a file if necessary.
5. Click **Submit**.

Response Times:

When submitting a case, our support team will respond based on the priority of the case.

Priority	Initial Response	Follow-up Response
Low	24 Hours	48 Hours
Medium	8 Hours	24 Hours
High	4 Hours	8 Hours
Urgent	1 Hours	4 Hours

Please notify us of the priority of your case, in email you can do this by simply including the priority in the subject line of your email. Cases may be re-prioritized based on the nature of the issue (e.g., a phone outage will always be high priority, a name change will be low priority).

Escalation Path:

When submitting an escalation request, please be sure to include your support ticket number to ensure a timely and efficient resolution.

- **Customer Support Escalations:** Petra.Alec@ooma.com
Adding/removing users, updating call flows, updating schedules, updating features
- **Technical Support Escalations:** Sohrab.Pakzaban@ooma.com
Phone call quality issues, outages, calls not completing, phones unregistered
 - **2nd Level Escalations:** Wayne.Culp@ooma.com
- **Account Management:** Kyle.Brown@ooma.com
Contract renewals, credit requests, Full Account disconnects
 - **2nd Level Escalations:** Debbie.Bernhard@ooma.com

Billing Questions:

Using the Ooma Enterprise Support Portal:

The best way to submit a billing question ticket is to use the support portal and select **Billing** for the type of ticket.

Visit us at: support.oomaenterprise.com

Via Email: enterprisebilling@ooma.com

Via Phone: 1-866-688-OOMA (6662)

Press 5 for Billing.

If your ticket has not been resolved satisfactorily, please email Natalie.Pietri@ooma.com for billing escalations.

View invoices and set up auto-pay:

You can access your invoices and/or set up auto-pay using the 'StoreFront'. Once logged in, you can set up auto-pay by clicking on **My Account** and select **Auto/Scheduled Payment Setup**.

If you already have access to **StoreFront**, please login at <https://services.ooma.com/>

If you don't have access to **StoreFront** or are unsure if you do, please contact the billing team to request access.