



## Case Creation

- DASH Customer Web Portal <http://dash.tpx.com>
- Open a Support Case at <https://www.tpx.com/support>, click on open a support case or click on Chat
- Call 888-611-8722

***If you have a complete outage, please allow 30 minutes from the time the ticket is logged before you initiate an escalation to our team. For all other tickets, please allow 4 hours from the time the ticket is logged before you initiate escalation to allow our teams the time needed to begin initial troubleshooting.***

## TPx Support Escalation

TPx strives to provide the highest level of support to our customers, ensuring all issues logged into our system are progressed and resolved in the most effective way possible, while at the same time making all efforts to minimize the disruption to our end users.

If you are unhappy with the progress of an outstanding service ticket or feel the level of service you received was not of a high standard, you can escalate the ticket to Support Escalation Management.

## Escalation Process Summary

Escalations can be initiated by sending an e-mail to [supportescalation@tpx.com](mailto:supportescalation@tpx.com).

Please include the ticket number, Company Name, and name of contact we should engage.

An Escalation Manager will respond to your escalation request within 30 minutes during normal business hours, 1 hour outside normal business hours advising they will be your contact and will manage your escalation to completion.

## Initiating an Escalation

When you initiate an escalation, an Escalation Manager will engage with the necessary team(s) and or Support Management directly to ensure you are completely satisfied with resolution and timeliness.

You can expect timely updates and clear communication with status updates and next steps along the way.

At ticket resolution, the Escalation Manager will reach out to you to review root cause and ensure your happiness before closing out the escalation.