Support Case Creation & Escalation

Case Creation

- o *TPx Customer Portal* *https://tpxcommunications.service-now.com/tpx*
- o *Open a Support Case at* *https://www.tpx.com/support*, *click on Open a Support Case*

Below are the thresholds for which TPx cases are considered eligible for escalation from the time the case is logged to the time where escalation can be initiated. Please refer to the chart to allow our teams the time needed to begin initial troubleshooting.

CODE	SCOPE	MTTR
P1 Emergency	Outage	Immediate
P2 Critical	Multiple Users Affected	30 minutes
P3 Urgent	One User Affected	1 hour
P4 Normal (default)	Single application Single user	2 hours
P5 Request	Request or Warning	6 hours

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

Escalation Process Summary

Escalations can be initiated by sending an e-mail to supportescalation@tpx.com.

Please include the case number, company name and the name of contact we should engage.

An Escalation Manager will respond to your escalation request within 30 minutes, 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 your escalation is handled in an efficient manner.

You can expect timely updates and clear communication with status updates until the issue is resolved.

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