

# Hours and SLAs

Catamarun support operates 24x7 support out of support centers based in Nairobi

Catamarun has no support-specific licensing. Customers may open an unlimited number of support cases with the purchase of any support plan, and can contact Catamarun by phone or email.

## Hours of Operation and SLA

Online / email support

- Non-emergency support cases opened via email will be answered within one business day; usually within 2 hours.
- Emergency support is offered exclusively via telephone to ensure that Catamarun engineers can conduct appropriate troubleshooting and technical response.

Phone support

- Phones at Catamarun technical support centers are staffed to ensure that one-on-one, phone-based technical support is always available from technical support engineers.

## RMA Delivery

Catamarun Support will ship new devices from distribution centers to a customer-specified location within 1 business day of any support case requiring the Advanced Replacement RMA of any device. Delivery times to certain locations or remote destinations can vary.

## Contract SLA

For Hours/SLA information on legacy SLA, please contact Catamarun Support.

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