

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.

Revision #4

Created 3 July 2019 14:28:33 by sysadmin

Updated 3 July 2019 14:48:38 by sysadmin