MiCloud Flex

MiCloud Business and Office

Customer Support Guide

MiCloud Flex, Business and Office Customer Support

Mitel supports our customers through our offices in North America and India. In addition, our customers can rely on Mitel's team of support professionals who provide high-quality, prompt, and efficient technical and product-related support.

SUPPORT DELIVERY ELEMENTS

SERVICE ELEMENTS	
Service Incident	The MiCloud Support Team can assist with any questions or concerns. Incidents include calls failing, one-way audio, dropped calls, etc. Call our Mitel Customer Support Center to open a case.
Request Fulfillment / MAC (Move, Add, Change) Requests	The MiCloud service includes support for executing simple and complex MACS through the Mitel Customer Support Center. These requests include voicemail passcode resets, IVR updates, call flow updates, etc. Call our Mitel Customer Support Center to open a case.
Change Management	The MiCloud service includes a change management process that provides a detailed plan for the proposed changes to an existing system before service patches, software updates, or significant application changes are performed and signed off on by the customer.

Mitel®
Powering connections

DURING REGULAR BUSINESS HOURS, 8 AM TO 8 PM ET

To report trouble or place a move, add or change a request

Please login to your MiAccess Customer Portal account at www.mitel.com or call our Mitel Customer Support Center at 800-722-1301, option 2, then option 2 again, to submit a request.

For existing trouble or status of a move, add or change a request

Please login to your MiAccess Customer Portal account at www.mitel.com or call 800-722-1301, option 3, then option 2, then option 2, for an available agent.

For management escalation on existing trouble or status on a move, add or change request

Please email MCSEscalations@mitel.com or call 800-722-1301, option 3, then option 2, then option 2, and ask for the Escalation Manager on duty.

Note: When sending emails to the MCS Escalation, please provide the case number and brief description of the issue. You will receive a response within one hour.

For billing and related management escalations

Please email MCSCustomerService@mitel.com or call our Mitel Customer Support Center at 800-722-1301, option 4, then option 2, to speak with a customer service agent regarding your account or to inquire about a billing concern.

For next-level management escalations

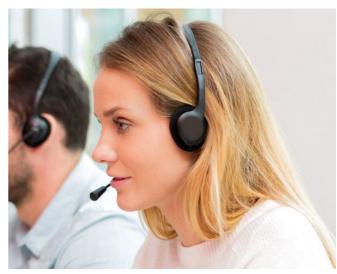Please contact your Customer Success Manager or Customer Service Representative.

AFTER HOURS, WEEKENDS AND HOLIDAYS

To open a severity P1 incident, to check the status of an existing severity P1 case, or to discuss the escalation of a severity P2 or P3 case, call our Mitel Customer Support Center at 800-722-1301 option 2, then option 2 again to speak with a live agent.

All other call options or requests will go to a VM box and be addressed the next business day. All other email requests sent after hours to MCS Escalations and MCS Customer Service after hours will be addressed the next business day.

Note that the next business day response timer starts at 8 am ET of the business day following the after-hours request.

Do not open an email request for a severity P1 incident as it isn't monitored 24x7. Instead, call the Mitel Customer Support Center option 2, then option 2 again.

ONBOARDING/OFFBOARDING SUPPORT – SITE ADD OR REMOVAL

ONBOARDING

If you are adding more than 20 users or licenses, contact your Customer Success Manager, who will build a service order for a new MiCloud site or additional services. Within five to ten business days after that supplemental form is completed and signed, the listed site contact will receive an email outlining the assigned Support Engineer with additional information and instructions. Additional steps may include reviewing the service order, system setup, LNP information if necessary, and discussing the request completion date.

If you are adding fewer than 20 users or licenses, contact the Mitel Customer Support Center and open a support case. The open case will be assigned to a fulfillment agent, who will contact you to review the request and provide you with a supplement form for signature. Once the supplement form is signed, the agent will work directly with the customer contact on the fulfillment of the request and ensure the setup and closure of the case.

OFFBOARDING

Sites that have expired contracts are available for offboarding. Call the Mitel Customer Support Center or your Customer Success Manager to offboard a site. A Customer Service Representative or CSM will review your contract and account balance, discussing all options with you. If applicable, the customer contact will work with Mitel to return all Mitel equipment and decommission the site.

BILLING

The MiCloud services are billed monthly and follow the pricing and terms outlined in the service agreement and [Mitel Global Terms of Service](#). In addition, they include any supplements and/or additional service agreements added to the original contract at the terms listed on that agreement for those additional services. For example, Mitel's billing is for one month in advance, plus applicable usage, taxes, and surcharges.

If the billing cycle is on the 5th of the month, the monthly billing will be from the 5th of the current month through the 4th of the next month, in addition to any pro-rated charges from the installation time.

Example: If a customer bills on the 5th of the month and services were installed on July 20th, the first invoice would contain a pro-ration from July 20th to the Aug 4th and the monthly charges from Aug 5th to the Sept 4th. Each subsequent invoice will reflect the standard month billing from the 5th to the next month's 4th. This example is based on the 5th of the month billing cycle, and the same logic applies regardless of the billing cycle.

ONLINE BILL PORTAL

MiCloud customers receive their monthly invoices via an email that links to our online bill portal. The Mitel online bill portal can be accessed [here](#). The online bill allows the customer to view their current invoice, past invoices, and unbilled usage. Customers can also see balance information, run reports, make online payments, and set up autopay. Customers can also request paper invoices if required (additional fees apply).

ONLINE BILL VIDEO RESOURCES

[How to Register for Online Billing](#)

[The Amount Billed on My First Invoice is Higher than Expected](#)

[How to View, Download and Pay Invoices Using OnlineBill](#)

[How to View and Export Usage Data Using OnlineBill](#)

For answers to questions regarding your invoice, please contact customer service as described in this document.

MICLOUD SUPPORT SERVICE-LEVEL OBJECTIVES

Severity / Priority Level	Issue Type	Response Times
Severity P1 **Critical**	**Critical Impact:** An outage that directly affects a business' call processing. The component, application, or system is 100% unavailable or severely impaired on all lines or phones. • Multi-User (or entire site) issues with no workaround in place. • A P1 problem usually requires the re-start of an application or system to bypass/correct the problem. • Any issue designated as P1 by an official directive from a Mitel staff member or their designee.	**Response** 2 Hours **Updates** 2 Hours
Severity P2 **High**	**Major Impact:** An issue that causes a significant impact on the system, component functionality, or business unit but does not impact all lines or phones. • Multi-User issues with a viable workaround. • Any issue designated as P2 by an official directive from management or customer advocate team.	**Response and Updates** 4 Business Hours
Severity P3 **Medium**	**Moderate Impact:** An issue that impairs a customer, the system, or a component's functionality but has a workaround with minimal or no impact to lines or phones. • An issue in which the system is operational but functions in a limited or degraded fashion. • Single-User outages, especially if others in the same location do not report issues. • Feature/Functionality/How-to Issues	**Response and Updates** 8 Business Hours

Response Time is the time it takes for support to open a ticket and receive a response from the support center. IMPORTANT NOTE: On a system hard down or critical service event, this is accomplished only with a phone call to the Mitel Support Center. Medium or low events can be sent in by email and will be responded to during regular business hours.

mitel.com

⋈ Mitel®
Powering connections