



Support Guidelines For Partners | WAFB

Purpose of this Document

To describe the guidelines for contacting Unifonic for Support related to technical issues after implementing the services. This document includes

- Standard Issue Priority & Response Time
- Support Channels
- Reporting an issue to Unifonic
- Escalation Matrix
- Working Hours
- Authority To send Emails

Standard Issues Priority & Response time

Unifonic shall use the following severity classification and response time as outlined below

Priority	First Response Time	Resolution Time
Urgent - P1	15 Min	08 Hrs.
High - P2	15 Min	24 Hrs.
Normal - P3	30 Min	03 Business Days
Low - P4	01 Hr	07 Business Days

All timing starts from the time of reporting the issue to Unifonic

Support Channels

Our customer shall utilize the following support channels to raise technical issues:

#	Chanel	Contact
1	Email	support@unifonic.com
2	Live Chat	https://www.unifonic.com/ Chat with us popup
3	Hotline	+966920002687 +96265543357 +924238048000 800035703369

Reporting an issue to Unifonic

If you have any concerns or are facing any issue, you can send it to us using any of the above channels from the above table, and please ensure that the email subject line starts with '**Partner:**' word or inform the team at the beginning of your chat\Call that you are one of our Partners.

Escalation Matrix

Issues should be resolved within the stated time frame related to each severity level before escalating to higher levels and following the below Escalation Matrix.

Level	Triggers	Designation	Contact details
L1	Technical/Functional issue	Unifonic Support Team	Support Team Support@unifonic.com +966920002687
L2	Technical issue	Support Conversation & API Specialist	Mohannad AlAmad mamad@unifonic.com +966552088265
L3	25% SLA Breached	Support Team Leader	Iyad Farajeh ifararjeh@unifonic.com +966533329496
L4	50% SLA Breached	Client Services Director	Mostafa Imam mimam@unifonic.com

Working Hours:

We are available to serve you everyday from 9 AM to 6 PM (KSA Time) from Sunday till Thursday.

Authority To Send Emails:

We can receive your concerns and thoughts from your side from 2 agents only, and you need to share their contact details with your account manager, and we will reject any email received from other agents, so please don't share this email with your customers.