

Commio (thinQ/teli)

Support & Escalation Procedures

Create New Support Ticket

Opening a ticket in one of three ways will route your message to our Commio network operations center in support of our combined thinQ and teli solutions.

1. Email support@commio.com and include details of your issue (call examples, etc.)
2. Access <https://support.commio.com> to access Commio's Zendesk and open a new ticket.
3. In the platform, navigate to the top-right corner and click the small ticket icon.

Support Hours

Active Support

Monday-Thursday
9AM - 10PM ET (6AM - 7PM PT)

Friday
9AM - 9PM ET (6AM - 6PM PT)

Saturday & Sunday
Tickets monitored from 9AM - 9PM ET (6AM - 6PM PT).

Escalation Support (Hard Down)

Monday-Thursday
10PM - 9AM ET (7PM - 6AM PT)

Friday-Sunday
9PM ET (6PM PT) - Mon. 9AM ET (6AM PT)

Support Escalations

Submit a ticket, or call:

teli platform users: (844) 411-1111
thinQ io platform users: (877) 506-0747

During on-call hours the voicemail will be checked periodically; leave a voicemail to receive a call back as soon as possible.

Do NOT reply to an old ticket if you need immediate attention on your issue. Send a NEW email to support@commio.com for the on-call technician to be alerted. You may also request an escalation from the technician working your existing trouble ticket.

After Hours & Weekend Hard Down Support

EMERGENCY USE ONLY:

If you use the contact methods below and are NOT down hard, additional charges will apply.

Level 1 Escalation

(877) 506-0747 or (919) 890-0000 Option 8

Rings the on-call engineer. Please leave a voicemail if the phone is not answered right away and we will return the call immediately.

Level 2 Escalation

Eric Ray

Network Operations Manager

(877) 506-0747 or (919) 890-0000 or ext. 191

eray@commio.com