



Requesting a Service or MAC (Move, Add, or Change) Ticket

Toll Free: (800) 722-1301 Option 3, Option 4
Email: MiCloudSupport@Mitel.com

In the case of a Service Emergency:
Call the toll-free phone number listed above.

What constitutes a Service Emergency?

- Your phone system's inability to accomplish incoming or outgoing calls on 50% or more of your phones.
- Your voice mail is completely inoperable.

What is the response time?

- Service Emergencies are responded to within 3 hours
- Service tickets are responded to within 24 hours during the business week
- MAC tickets are responded to within 3-5 business days

What constitutes a Service ticket vs. a MAC ticket?

- A Service call is one that involves a problem with your system, such as a dead endpoint, static on the line, a bad handset or base cord, etc.
- A MAC request is one that involves changes to your system, such as adding an endpoint, changing the way calls ring into your system, changes to your automated attendant, etc.

Ticket Escalations:

Should you need to escalate an open ticket, please contact:

Liz Barnes
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[775-954-1243](tel:775-954-1243)