



## TeamMate Technical Support and Knowledge Base

### **Support:**

Support Hours: 24/5. Weekends and Holidays on-call.

### **Support Documentation:**

[Search the Knowledge Base](#)

[Service Provider – Reseller TeamMate Guide](#)

[Distributor – Master Reseller TeamMate Guide](#)

[Step by Step Provisioning an Enterprise](#)

### **How to Submit or Manage an Issue:**

Raise a Ticket\*: [Submit a support request](#)

Manage Tickets: [Manage support requests](#)

Email: [support@teammatetechnology.com](mailto:support@teammatetechnology.com)

Telephone: +1 413-331-6100

### **Teammate Status:**

[Track current and historical TeamMate operational status](#)

[Subscribe to](#) status updates and notifications

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### **Classification of service interruption:**

Critical: Service Outage. Unable to make and/or receive calls in Teams.

Major: Service Impairing. Calling feature impairment.

Other: Provisioning Impairing. Problem adding or modifying in EPP.