



SUPPORT & 911 SERVICE GUIDE

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602-368-6400

E911 WARNING NOTICE

FCC rules require that IP-based phone providers remind you about these important facts: Initiatel needs an accurate location address for your phone at all times. If you move your phone, you must notify us immediately. This service uses your internet connection to make calls and you will not be able to dial 911 if it fails or is disconnected. This service requires electrical power and you may not be able to call 911 if it fails or is disconnected. We recommend a battery backup for your phones.

If you want to move your phone, send your new address to support@initiatel.com, preferably before you move it. Updates may take up to 72 hours to complete.

How to get support

If you have an urgent matter such as a total system outage, please call us at 602-368-6400 and select option 1 for customer support. You can also dial *611 from your Initiatel phones.

For other service request such as adds/moves/changes, billing questions, or general service questions, please send an e-mail to our support address or visit our support site. The support site contains answers to common questions, user's guides, and will allow you to file a support request (ticket). E-mails sent to the support address will also generate a support ticket and may be followed up via e-mail or the support site.

E-mail: support@initiatel.com

Web: support.initiatel.com

What to expect when you contact us

Urgent matters will receive top priority, and will be handled 24x7, 365 days/year. If you have a major outage, chances are we are probably already aware of it and working on it. Also it may be affecting other customers, so we may have high call volumes. If you leave a message on our urgent support line, be assured that everyone will be immediately notified and we will begin working on your issue within minutes. We will do our best to notify you promptly either by e-mail or phone call as to the status of the issue and the estimated time to repair, if known.

Medium-priority service requests which impact call quality, call routing, and other non-outage requests that have significant business impact will be reviewed and worked on as quickly as possible, including evenings and weekends.

Changes, requests for info, and other non-service-impacting events will be worked on during normal business hours of 9am-6pm AZ time, Monday through Friday. Most requests will be completed within one business day, however some requests may require additional information or time to complete. We will respond with questions or additional information generally within one business day.