



TELUS Frontline Customer Care Guide

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Introduction

TELUS appreciates how important your data management services are to your business. Your organization relies on your partnership with TELUS when there are questions, problems, or requests concerning these services.

This document describes how you can use the TELUS customer care organization to support your Frontline service. Customer care processes and procedures may vary for other TELUS services. To ensure the best possible service, please use the appropriate care process for the service you have questions about.

TELUS will update and distribute new versions of this document from time to time. Please ensure your organization is using the most recent copy.

Contacting TELUS

Reporting Technical Service Issues

Hours of Service

The TELUS help desk is the primary point of contact for reporting issues and requesting updates. The hours and contact methods vary depending on your level of service. Please refer to your service contract for the level of service associated with your partnership with TELUS.

Level	Contact Methods	Hours of Service
Gold	Phone, Web	24/7/365 ¹
Silver	Phone, Web	0800 to 2000 ET, business days

(1): French language phone support is available 0800 -2000 ET Monday to Friday. Outside these hours, callers may either leave a voicemail which will be returned by a French agent after 0800 ET the next business day or speak to an English agent.

By Phone

If you have gold or silver service, you can contact the help desk by phone at 1-877-784-5446. If you already have other TELUS managed services, you can also continue to use the contact information for those services.

You were given a PIN to aid in incident reporting when your service was setup. For the fastest and most secure service, please have your PIN ready when you call. For security reasons, this PIN is not recorded in this document and should not be shared with anyone.

By Web Interface

You can submit tickets via the Frontline knowledge base and support website at <http://telus.frontlinesvc.com>. When your service was setup, authorized users were provided with login information for this site.

The web interface can be used for reporting new incidents. If you wish to update an already open ticket, please work directly with the support analyst who has been assigned to your ticket.

When submitting a ticket via the web interface, you will be required to supply certain information. Depending on the type of incident, this information may include:

- Your company name
- Your phone and email contact information
- Brief description of incident, including screen shots or error messages
- Number of occurrences
- Any other information reasonable required by TELUS to diagnose and resolve the incident

The site may also suggest possible resolutions or workarounds to your incident during the submission. If one of these suggestions allows you to resolve your incident, you do not need to submit a ticket.

The help desk will acknowledge your ticket and respond with a ticket number within the response targets noted below.

If you want a status update on your incident, you can submit a new ticket through the support website (please include the previous ticket number) or you can contact the support analyst working on your ticket directly. Note that incident status updates are not available through the support website.

You should report high severity incidents by phone during your support hours to ensure immediate attention.

Billable Issues

Please note that certain Frontline functionality may depend on systems that are outside of TELUS's scope. These include things such as your internet access or other systems not hosted by TELUS. Please be aware that TELUS may bill you for time spent investigating issues for which the root cause is not under TELUS's control.

Repair Ticket Severity Levels and Response Target

TELUS will determine the severity level of your ticket as per the chart below. Technical support will aim to begin work on your incident ticket within the specified response time.

Severity Level	Nature of Impact	Response Target
1 Critical	An incident causing a failure or disruption in the Frontline services with a critical business impact. Unable to perform a mission-critical business function and where there is no workaround or an underperforming workaround. Major degradation in Frontline resulting in a significant impact on business operations.	Gold: 1 hour Silver: 1 business hour
2 Medium	An incident resulting in moderate impact on the business operations. Unable to perform a non-critical business function or a mission-critical business function can only be performed with an adequately performing workaround. Recurring degradation of Frontline resulting in a moderate impact on business operations.	Gold: 1 hour Silver: 1 business hour
3 Minor/Low Impact	An incident causing a non-critical disruption in the application with minimal impact to business operations or impact to a single user. Problem may be small or cosmetic in nature and is easily circumvented.	Gold: 24 hours Silver: 1 business day

TELUS may downgrade the severity of a ticket if it is determined that the issue has limited scope.

General Questions

The Frontline Administration Desk can answer questions on general use of the service. The Administration Desk can be contacted by submitting a service request through the Frontline support website at <http://telus.frontlinesvc.com>.

Please be aware that certain types of requests may be billable. TELUS will inform you before any billable work is done.

Requesting Moves/Add/Changes

You will need to work with TELUS if you wish to make certain types of changes to your application.

Service requests should be submitted to the Frontline Administration Desk via the support website at <http://telus.frontlinesvc.com>. You will generally get an acknowledgement of your request within two business days. The Administration Desk operates from 0800 to 1600 MT, Monday - Friday, excluding holidays.

You can view the status of your request through the support website. If you want to change or cancel a request, please work directly with the analyst who has been assigned.

Please be aware that certain types of requests may be billable or may require changes to your contract. Large or complex changes may be treated as a project, a delivery team may be assigned and a statement of work developed. TELUS will obtain permission from an authorized contact before any billable work is done.

Requesting Escalations, Enhancements and Informing TELUS of Changes

If you need to escalate an incident or require information not described above, contact your TELUS customer service manager as noted in your Frontline Contact Information summary sheet.

When TELUS Will Contact You

During High-Severity Incidents

TELUS will notify you by email when we detect a significant, service disrupting incident on the Frontline system, generally defined as severity level 1 or 2.

While TELUS informs all customers of major incidents, only a subset of customers may be affected. You should allow your own company's policies to decide when to invoke any backup systems or disaster recovery plans.

If you are affected by a major incident, have received a notification email but have not created a trouble ticket with the help desk, please do so through the support website when you are able, even if it is after the incident is resolved. This will allow TELUS to accurately gauge the impact of a major incident and to make any required improvements to the service.

To Notify of Planned Service Impacting Events

TELUS will notify you of any scheduled, service affecting disruptions or changes by email. You will be given at least 48 hours notice of any events. See section Scheduled Change Windows below for when such events are scheduled.

Very rarely, TELUS may be required to perform emergency changes that will affect service. TELUS will give as much notice as possible before such events.

To Supply Other Information

Your customer service manager or other TELUS representatives may also supply you with additional information, such as an updated version of this Customer Care Guide.

Ensuring TELUS Can Contact You

When your Frontline service was setup, TELUS requested that you designate an email address to receive notifications about the service. TELUS recommends this email address be a mailing list to receive notifications in your organization.

If you need to change the address to which notifications are sent, use the move/add/change request process above.

Scheduled Changes

Scheduled Change Windows

Type of Change	Day of Week	Time
No disruption to service anticipated	Daily	1900 to 0500 PT 2000 to 0600 MT 2200 to 0800 ET 2300 to 0900 AT
Some service disruption is expected	Saturday-Sunday	2200 to 0400 PT 2300 to 0500 MT
	Sunday	0100 to 0700 ET 0200 to 0800 AT
	Tuesday	0100 to 0400 PT 0200 to 0500 MT 0400 to 0700 ET 0500 to 0800 AT

TELUS will generally only inform you of changes that will affect service.

TELUS endeavours to keep all service impacting work to a minimum.

Very rarely, certain emergency changes, such as those required to resolve a serious incident, may need to be scheduled outside of the windows above.

Change Testing

TELUS and its vendor partners rigorously test all changes to the service in our Frontline validation environment before implementing them in the live environment.

Informing TELUS of Customer Contact Changes

Roles of the Authorized Contacts

To ensure the security of your Frontline solution, only authorized customer contacts can request that billable work be performed.

TELUS also only accepts tickets regarding service issues from your authorized contacts.

Customers may assign up to five authorized contacts.

See your Frontline Contact Information summary sheet for the list of authorized contacts TELUS has on file.

Changing Authorized Contacts

Please contact your customer service manager for information on changing authorized contacts.

Frontline Support Site and Knowledge Base

Using the Knowledge Base

The Frontline knowledge base and support site stores incident resolutions, workarounds, tips, tricks, frequently asked questions and other information about using your Frontline service. The knowledge base evolves over time as new articles are added so TELUS suggests you review the site periodically for new ways to use your service. The site can also allow you to resolve incidents more quickly without having to contact TELUS.

The knowledge base is located at <http://telus.frontlinesvc.com>. When your service was setup, authorized users were provided with login information for this site.

To help narrow your search, you may be asked for the version of the Frontline application you are running. The version of the application which was installed during initial setup is noted on your Frontline Contact Information summary sheet. Note that this version will change when upgrades are made to your Frontline instance.

This knowledge base is the official repository of information about the TELUS Frontline service. Information about similar services from other sites may not be applicable to TELUS Frontline.

Other Important Information

Managing Accounts

Since Frontline is a self-serve application, you are responsible for controlling accounts for your company and you may be held responsible for misuse of the system by any current or former users.

TELUS strongly recommends accounts be deleted or passwords changed whenever a user no longer needs access to the system. This is especially true for administrators who have access to create accounts and change configurations.

Password Policies

You should ensure your Frontline configuration and staff adhere to any password, security or other policies mandated by your company.

Private Data

While TELUS treats all data on the Frontline system with due care, we recommend you contact TELUS, via the move/add/change process, if you will be using the Frontline system to store any information which would be considered private or sensitive, such as credit card numbers or social insurance numbers. TELUS can work with you to determine if any changes are necessary to your configuration to ensure the information is adequately protected.

Support of End Users

Since TELUS can accept tickets only from authorized contacts, you may need a process setup to allow your end users and customers to contact your support department if they experience issues.