

Support Guide

How to use your Tranquil IT Support services

- [Support Overview](#)
- [Telephone Support](#)

Support Overview

Support Helpline : +44 (0) 330 08 58 68

Support e-mail: support@tranquilit.net

Support Online: <https://sentinel.tranquilit.cloud>

By far the most convenient way for our customers to gain support is through our [e-mail](#) or [online](#) services as all support queries sent using these methods are automatically placed into a suitable queue for the level of urgency of your issue and the support level to which you subscribe.

[Learn More about e-mail support](#)

[Learn More about web support](#)

[Learn more about Telephone Support](#)

Support Levels

Tranquil IT supply two levels of support, Standard and Premier

Standard Support

Monday - Friday

9am - 5:30pm

Any support required outside of standard support hours is a chargeable service.

You can obtain support outside of standard hours by calling the normal support helpline and following the instructions. It will be necessary to agree to charges prior to being put through to the support engineer.

Premier Support

Monday - Friday
8am - 8pm

Premier customers will have been issued with a support card on which their client pin is printed.

When calling outside of standard hours the customer will need to use this pin to reach their Premier Support team. Simply call the support line as usual and enter the pin on your handset when prompted.

Out of Hours Support

Out of hours support is on an emergency basis only. In order to obtain out of hours support simply call our helpline as normal and follow the prompts. All out of hours emergency support is a chargeable service.

Terms and Conditions

All requests for Support from the Customer must be made via an approved contact method:

1. By telephone to our dedicated customer support number (+44 330 058 0868) or,
2. via e-mail to support@tranquilit.net or,
3. via an installed support agent or,
4. via our dedicated WhatsApp Business number (+44 7361 214843) or,
5. Via our web based client portal. <https://sentinel.tranquilit.cloud>

The Customer must inform TRANQUIL IT of any Incidents as soon as is practically possible. If there is a delay informing TRANQUIL IT of obvious warning signs then the fault may become more serious and cause additional impact for which TRANQUIL IT will not be held liable.

Upon receiving notification regarding an issue with the Customer's System, the issue will be logged as a Ticket and a Ticket number will be allocated. The Ticket number along with details of the Incident will be stated to the Caller and a confirmation e-mail will be supplied to the e-mail address provided by the customer.

Should the request constitute a chargeable service then a Job will be raised which will require authorisation from the Customer before works can begin.

In the event of the Customer wishing to query the progress of an Incident, the Customer must be able to state the specific Ticket number to enable TRANQUIL IT to identify the Incident in question

On Site Support – Unless otherwise specified in the Support Schedule All onsite appointments will attract a callout charge as follows:

a) Where an overnight stay, flights or accommodation are required these will be recharged to the customer inclusive of any applicable fees.

b) Where an appointment can take place in a single day, or part thereof, a callout charge of £150 will be levied

Telephone Support

Telephone support

Tranquil IT supply two levels of support, Standard and Premier

Standard Support

Monday - Friday
9am - 5:30pm

Any support required outside of standard support hours is a chargeable service. You can obtain support outside of standard hours by calling the normal support helpline and following the instructions. It will be necessary to agree to charges prior to being put through to the support engineer.

Premier Support

Monday - Friday
8am - 8pm

Premier customers will have been issued with a support card on which their client pin is printed.

When calling outside of standard hours the customer will need to use this pin to reach their Premier Support team. Simply call the support line as usual and enter the pin on your handset when prompted.

Out of Hours Support

Out of hours support is on an emergency basis only. In order to obtain out of hours support simply call our helpline as normal and follow the prompts. All out of hours emergency support is a chargeable service.

Sentinel AI

If all of our engineers are assisting other customers then your call will be answered by Sentinel AI. Simply tell Sentinel the details of your problem and they will open a ticket for you. If you are calling from a telephone number registered with us this will automatically be assigned to your account and, if appropriate, location to ensure that you receive the fastest possible service.