

# 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.

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