

Support...

Business Hours

Business Hours: 8:00AM - 5:00PM

Service Call: Technical service and/or support required on installed systems either on or off site which are not operating correctly.

Dial any of the telephone numbers listed (local to your area or use the Toll Free number) **and press "2" for service.**

Or **Email** your service request to Service@aatel.com

Brantford	(519) 751-9402
Hamilton	(905) 523-5451
Niagara	(905) 685-5144
Markham	(905) 475-2404
Ottawa	(613) 233-4624
Toronto	(416) 620-7925
Toll Free	(800) 695-2883

After Hours Support:

After hour calls are taken by an automated system and are dispatched by a live operator.

After the tone, clearly state the following information:

Company or Facility Name
Your Name
Your Phone Number
Your Extension Number
Detail problem - complete with Floor Level and Unit Location

NOTE: Incomplete information may result in your call being delayed.

To place an emergency service call that can not wait until the next business day, press 1:

After hour calls are taken by an automated system and are dispatched by a live operator.

After the tone, clearly state the following information:

Company or Facility Name
Your Name
Your Phone Number
Your Extension Number
Detail problem - complete with Floor Level and Unit Location

NOTE: Incomplete information may result in your call being delayed.

Within 60 minutes the dispatch supervisor will call to:

1. Get P.O. # for the after hours service or Authorized Person requesting service.
2. Get details of problems.
3. Provide an Estimated Time of Arrival.

Call Escalation:

AATEL Communications utilizes a Call Escalation procedure to ensure all calls are responded to within a designated time period.

The escalation procedure is as follows:

1. Dispatch Supervisor
2. VP Operations
3. General Manager