Connector for Zoom Phone

Contact Support Guide

SeRVE

For Zoom

Faster. Smarter. More

Pure IP

Just voice.

To help maximize your experience, the Pure IP Team has outlined the following guidelines to ensure your questions are answered in a consistent, timely manner.

CONTACTING OUR SALES & ACCOUNT MANAGEMENT TEAM

For questions regarding our product and services or to talk to one of our sales representatives, contact sales@pure-ip.com or call one of the numbers below

US: +1 415 481 6050

UK / EU: +44 203 991 1100

APAC: +64 9 477 6050

Alternatively, you can provide your contact details using this form https://www.pure-ip.com/contact-us and we will call or email you back.

CONTACTING TECHNICAL SUPPORT

Our technical support team is available 24x7 to all Pure IP customers. Support incidents and requests can be raised using one of the three methods below

- ♦ Email to support@pure-ip.com
- ♦ Access the Pure IP Customer Portal https://portal.pure-ip.com and navigate to Support > Raise New Support Ticket
- ♦ Call us on one of the numbers below to speak to one of our engineers

US: +1 415 800 0799

UK / EU: +44 203 991 1999

APAC: +64 9 477 6060 / +61 2 8098 7533

Pleases note the support language is English only.

The Pure IP support team requires the following information from the customer to ensure the request is dealt with quickly and efficiently:

- Contact Details: Email and/or Telephone number – for ticket requestor.
- Customer/ Site Name: Country and City
- Incident Priority: (based on the impact)
- Service affected: detailed description of the service affected and the fault

Call Examples: Preferably 3 or more call examples within the last 3 days. The description should include any audio message heard on the call.

CONTACTING OUR SERVICE DELIVERY TEAM

To get updates on existing orders, Pure IP customers can contact our Service Delivery teams using one of the methods below

♦ Email to sdteam@pure-ip.com
♦ Call us on one of the numbers below

US: +1 415 481 6069
UK / EU: +44 203 991 1555
APAC: +64 9 477 6060 / +61 2 8098 7533

BILLING ENQUIRIES

For help regarding any billing or account related questions, contact billing@pure-ip.com