Sangoma

Support Process - Simplified

Sangoma Support

Call: **01344 269236**

Ticket: **help.sangoma.com**

Sangoma's aim is to keep it simple when you need help the most.
To speak with a Support Technician, please call the number above.

Critical Issues

If your system is down raise a ticket then call the number above.

Minor / Major Issues

Raise a ticket and call the support number if you'd like to discuss.

The technician will require the system reg code when dealing with your issue. The reg code is a unique 6 character string that identifies the system. Sangoma will provide a support card per branch or person to keep in a safe place that details the above telephone number and the reg code of each system.
The support technician will provide phone based support to resolve the issue.