AquilaAI Support Escalation Policy

AquilaAI follows a tiered support escalation model to ensure timely resolution of customer issues.

Tier 1 Support:

- Handles basic usage questions and known issues.

Tier 2 Support:

- Handles configuration issues and retrieval-related problems.

Tier 3 Support:

- Handles system-level failures, model behavior issues, and data-related incidents.

Issues that cannot be resolved at a lower tier are escalated to the next tier with complete context and diagnostic information.

Critical incidents are escalated directly to Tier 3 support.