SIPPIO Care

Flexible support for your voice environment, from in-house control to full operational ownership.

Whether you need guidance over the shoulder or want to hand the keys over entirely, SIPPIO Care gives you the right level of support for how your team actually works. Choose the plan that fits, and let the people who built the platform help you get the most out of it.

Simple, Predictable Pricing

One monthly subscription per plan. No hidden fees, no surprise invoices.

Specialist Support

Support delivered by the same team that builds and operates the SIPPIO platform.

Use The Same Tools We Do

Get SIPPIO Navigator access to manage your users, menus, groups, and more.

Find the right fit for your team

SIPPIO Care

Direct support from the SIPPIO team while you stay in the driver's seat. Get access to specialists who'll walk you through changes and troubleshooting, ensuring everything runs smoothly.

Best for: Organizations with in-house expertise who want a safety net.

SIPPIO Care Plus

Hand everything over to SIPPIO. We take care of moves, adds, changes, and disconnects, user provisioning, and call flow updates; freeing you from day-to-day operations.

Best for: Organizations who want telecom off their plate entirely.

SIPPIO Care is purpose-built for organizations that, by policy or regulation, must keep external access to their own environment tightly controlled, and that need to retain direct, in-house control of their voice platform. If you operate in a locked-down environment, SIPPIO Care is designed for you.

SIPPIO

Last Updated: July 2026

SIPPIO Care

Two plans, one promise: voice that always works. Choose the level of support that fits how you operate.

	SIPPIO Care	SIPPIO Care Plus
How changes get made	You retain control, with direct support from SIPPIO	SIPPIO takes full operational ownership
Support backbone: 9-5 admin support, 24x7 critical outage response, dedicated escalation path, named technical contact	✓	✓
Incident response & troubleshooting: outage response, call-routing diagnostics, PSTN carrier escalation, number reachability, call-quality triage, jitter/latency analysis	✓	✓
Day-to-day user & call-flow changes (MACD): provisioning, DIDs, offboarding, call forwarding, voicemail, calling policies, auto attendants, call queues, scheduling, routing	Supported	Managed
Voice platform administration; E911 maintenance, voice policy, dial plan/routing policy	Supported	Managed
New-user & tenant provisioning execution	-	✓
Managed install	Optional	✓
Carrier incident ownership	Shared	SIPPIO-owned
Priority change-management handling	-	Optional

SIPPIO

For the complete, most up-to-date breakdown of capabilities, visit **sippio.io/care**