

EMEA Technical Support Local Numbers



Contact the team

Phone EXN TAC for urgent P1 & P2 issues

	United Kingdom	+44 (0) 1420 548 247
	Austria	+43 (1) 336 033 790
	Belgium	+32 337 570 63
	Canada	+1 (236) 259 11 28
	Croatia	+385 (1) 884 89 55
	Denmark	+45 327 427 10
	Finland	+358 (9) 427 022 66
	France	+33 188 890 502
	Indonesia	+62 2 150 995 331

	Ireland	+353 1 687 6515
	Italy	+39 0111 927 09 27
	Mexico	+52 (5) 570 032 322
	Netherlands	+31 499 799 602
	Poland	+48 (22) 307 43 27
	Serbia	+381 800 800 893
	Spain	+34 919 188 444
	Sweden	+46 850 246 002
	Turkey	+90 216 900 2878

If your country is not listed, please contact +44 (0) 1420 548 247.

For non-urgent P3 and P4 issues

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

Priority 1 URGENT	Product/service is down and critically affecting customer production environment.
Priority 2 HIGH	Primary unit has failed, or product/service is impaired. Production environment is up but impacted or lacks resiliency.
Priority 3 MEDIUM	A product function has failed, and production environment is degraded or not affected. Non-critical business applications are unreachable.
Priority 4 LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests.

Technical Support Process

For new issues please provide the following:

The serial/contract number for the affected devices – this is needed to validate support entitlement

- › Any results of troubleshooting performed as well as the details outlined below
- › Contact details of an engineer with access to the device/system
 - Contact name
 - Contact phone number
 - Contact email
- › Summary of the incident
- › Priority of the incident
- › Current running version
- › Recent changes to the environment
- › Description of topology
- › Symptoms
- › Steps to reproduce the incident
- › Location of hardware
- › Data/files collected

For existing issues:

- › Your EXN TAC case number (Starting with EXN-###)
- › Any additional details about the case raised since last contacting EXN TAC