



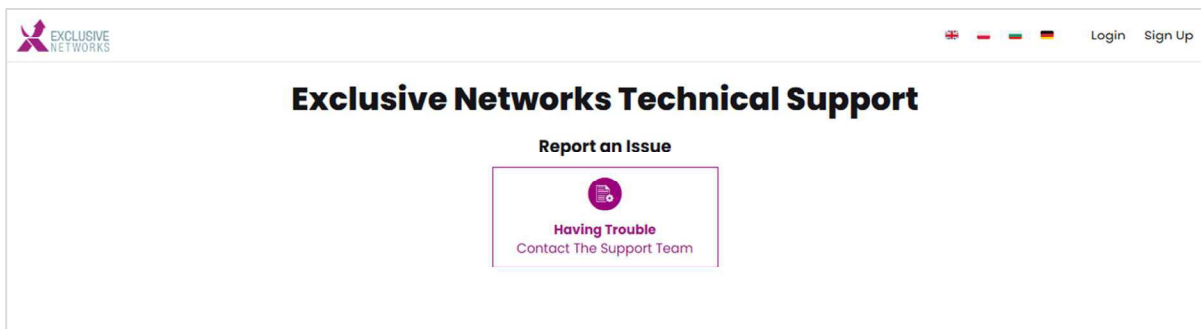
Global Customer Support Portal

The **Global Customer Support Portal** provides access to the **Exclusive Networks Technical Assistance Centre (EXN TAC)** to work with you through any post-sales technical support queries, technical incident assistance and the replacement of hardware determined to be defective by the vendor.

EXN TAC work with various technology vendors, as a certified **Authorised Support Centre (ASC)** to provide technical support and services. EXN TAC engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The service covers all regions globally.

<https://globalsupport.exclusive-networks.com/>

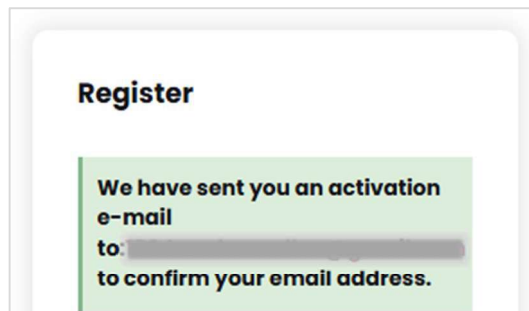
1. On first visit to the Support Portal registration will be required before being able to log support requests. Click on the 'Sign Up' link to create an account.



2. Enter your details and click 'Submit'.

A screenshot of the Exclusive Networks Technical Support portal registration form. The header includes the Exclusive Networks logo on the left and flags for the UK, Poland, Bulgaria, and Germany on the right. The main heading is 'Register'. Below it are five input fields: 'First Name', 'Last Name', 'Phone Number', 'English' (with a dropdown arrow), and 'Email Address'. At the bottom is a purple 'Submit' button.

3. After submitting the form, you will receive an email to complete account activation



4. Account activation will require a password to be set, and 2 Factor Authentication (2FA) to be configured. An authenticator such as Google Authenticator can be used.

A screenshot of a web page titled "Reset your password". It features two input fields: "Password" and "Confirm password". Below these fields, there is a paragraph of text: "If you have forgotten your email address or are still having problems, please contact us".

5. Once activation is complete, log in to the portal and the Overview dashboard will be visible. Here any currently active support cases will be listed, along with links to raise new requests.

A screenshot of the Exclusive Networks portal dashboard. The header includes the logo, navigation links for "Overview" and "Report an Issue", and a user profile for "Andrew Allen". The main section is titled "Report an Issue" and contains a "Having Trouble? Contact The Support Team" button. Below this is a filter bar with various criteria like "Ticket(ID,Subje)", "Escalate, M...", "Raised From", "Raised To", "Updated From", "Updated To", "Priority", and a "Filter" button. At the bottom, there is a table with support cases.

Request Number	Priority	Subject	Status	Date Raised	Date Updated
EXN-115348	Medium	Test case for customer portal	Pending	20/11/2025	20/11/2025

6. When raising a new request for support, complete the fields and click 'Place Request' to submit the request.

Subject – Title summary of the issue.

Description – All relevant detail about the issue.

Product Serial Number – Serial number of the device if relevant. This will be used for contract validation.

Vendor – Enter the vendor name for your product/device.

Priority – P3 or P4 is available. For more urgent priority please call your local support centre.

Files – Supporting files can be added.

TAC Region info – Select the relevant region for your location.

Email recipients CC'd – Add additional emails to be CC'd for case communications.

 Overview Report an Issue Andrew Allen

Create Case

Please use this form to send a technical support request to the Exclusive Networks Technical Services team. A support case will be raised from your request, and an engineer assigned to begin investigation. If your issue is urgent or high priority please call in to the Support desk so that we can provide more immediate assistance.

Subject of the Issue *

Description of the Issue *

B **I** **U**    

Product Serial Number *

Vendor *

Priority *

Medium

For urgent or high issues please call in to the Support desk.

Drag & Drop Files

 Drop files here

Browse Files

Place Request

TAC Region Info

To ensure your TAC request is routed to the correct support team, please select the region you are in.

APAC – India, Malaysia, Philippines, Singapore
CEE – Poland
DACH – Austria, Germany, Switzerland
EMEA – UK, Ireland and rest of Europe, Middle East, Africa
Netherlands
Turkey
USA

TAC Region *

...

Email recipients CC'd:
Please add to the list any emails of users that need to be copied

- After placing the request, the newly created support case will be visible in the Overview page. Clicking to open the case will show the current status and details. There will also be messaging history with the assigned support agent, and the ability to add new messages and replies.

If the issue is resolved, the case can be closed manually by clicking the button 'Mark ticket as closed'.

Overview Report an Issue

 Andrew Allen 

EXN-115348: Test case for customer portal

Test

Customer reported Serial Number
I2345abc

Vendor
PALOALTO
TAC Region
EMEA

Pending ●

Medium ==

Mark ticket as closed

Date Opened:
20 Nov 2025, 09:51

Last updated:
20 Nov 2025, 09:52

Contract details

Serial number:
I2345abc

Messaging

Attachments

Reply

 **Andrew Allen**  20 Nov 2025, 09:52 Customer Reponse

Hello

This is a test message for my support case.

Thankyou