

# Support Service

## 24/7 Resilience and Continuity

Exclusive Networks' support services offer consistent maintenance and support levels across their customers' single or multi-vendor technology environments. This unique capability is available 24/7/365 with specialist expertise on hand to address customer issues and achieve a range of SLAs.

### Opening a support case

#### 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 & P4 issues

Email: [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)

Portal: [www.globalsupport.exclusive-networks.com](http://www.globalsupport.exclusive-networks.com)

## For new issues please provide the following:

- > The serial/contact 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.
- > Your EXN TAC case number (5–digit number starting with #CASE–)
- > Any additional details about the case raised since last contacting EXN TAC

## For Existing Issues:

- > Your EXN TAC case number (5–digit number starting with #CASE–)
- > Any additional details about the case raised since last contacting EXN TAC

## PRIORITY DEFINITIONS

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

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