



How to contact our Technical Support Center

The Technical Support Center manages all requests for technical assistance from its customers within the framework of their maintenance contracts.

How to open a case

- | | |
|------------------------------------|-------------------------------------|
| ➔ For Priority 1 incidents | ⇒ Contact the Service Desk by phone |
| ➔ For Priority 2, 3 or 4 incidents | ⇒ Log on the Web Portal* |

** You can also open a priority 2, 3 or 4 incident by contacting the Service Desk.*



WEB PORTAL



<https://esupport.sfrbusiness.com/act/login/>

The web Portal access application form is available on <https://esupport.sfrbusiness.com/act/login/> or by contacting your SFR Business Sales representative

Information to provide

- Brand & reference of the defective equipment
- Serial Number of the equipment
- Failure description
- Priority of the incident (P2 to P4) - to be written in the description of the problem

For incidents out of Business Hours (GTM +1), please also contact the Service Desk to ask for an immediate acknowledgement of the case.

In case your serial number or product reference is not listed in the Web Portal, please call the Service Desk.



SERVICE DESK



+33 172 95 9090**

*** local call price*

For a Priority 1 incident, it is mandatory to call the Service Desk.

All times indicated are according to Paris Time

Central European Standard Time = GMT+1
Central European Summer Time (CEST) = GMT+2

Information to provide

- Name, phone number and email of the customer contact for the incident
- Maintenance contract number
- Serial Number of the equipment
- Brand & reference of the defective equipment
- Failure description



COMMUNICATION WITH THE TECHNICAL SUPPORT CENTER

The Web Portal is the main and privileged way to communicate with our Technical Support Team, in order to exchange information or documents.



LEVEL OF PRIORITY

P1	Critical	: total loss of service
P2	Major	: degraded service
P3	Minor	: compromised service
P4	Low	: notification



ESCALATION LIST

ESCALATION DURING BUSINESS HOURS (Monday to Friday from 9 AM to 18 PM, Paris Time, French bank holidays excluded) Contacts indicated below can also be called through +33 172 95 9090.

Escalation Level 4	Laurent AMOUROUX Director of Maintenance and Managed Services Division. Tél. : +33 1 87 26 82 22 Mail : laurent.amouroux@sfr.com		Samuel VAYER Director of the B2B2 Technical Customer Relations Division Tél. : +33 1 87 26 75 75 Mail : Samuel.vayer@sfr.com
Escalation Level 3	Emmanuel DROUILLAT Head of Network, Security & Cloud Maintenance Service Tél. : +33 1 75 31 53 89 Mail : emmanuel.drouillat@sfr.com		Jean-Marc MOUSSU Head of Unified Communications Service Tél. : +33 04 43 57 99 02 Mail : jean-marc.moussu@sfr.com
Escalation Level 2	Damien FERNANDO Customer Support Level 3 Network, Security & Cloud Manager Tél. : +33 1 75 31 54 21 Mail : damien.fernando@sfr.com	Mohammed CHERRAD Customer Support Level 2 Network, Security & Cloud Manager Tél. : +33 1 87 26 63 95 Mail : mohammed.cherrad@sfr.com	Wilfried ROTH Customer Support Communication Manager Tél. : +33 1 75 31 54 02 Mail : wilfried.roth@sfr.com
	 Network  Security  Cloud		
Escalation Level 1	 Unified Communication		
	Service Desk : +33 172 95 9090 Service Desk		

ESCALATION NON BUSINESS HOURS, PARIS TIME & FRENCH BANK HOLIDAYS

On-call engineers and managers are reachable through **+33 172 95 9090**



INFORMATION MEMO

Maintenance contract number	SLA: Service Level Agreement