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\*

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### **WEB PORTAL**

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# https://esupport.sfrbusiness.com/act/login/

The web Portal access application form is available on <a href="https://esupport.sfrbusiness.com/act/login/">https://esupport.sfrbusiness.com/act/login/</a> 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.

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SERVICE DESK

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+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





<sup>\*</sup> You can also open a priority 2, 3 or 4 incident by contacting the Service Desk.

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### 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.



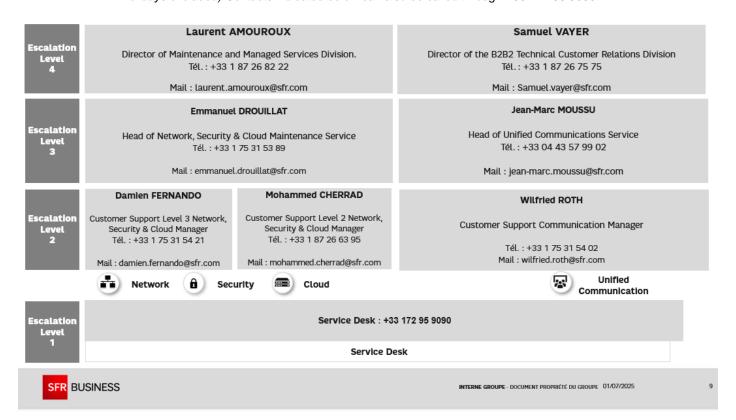
### **LEVEL OF PRIORITY**

P1	Critical	: total loss of service
P2	Major	: degraded service
Р3	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 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



