



Getting support

As a valued Maintenance Program client, we offer a variety of different ways to communicate with us. Please use the way which suits you best in any given situation. However, for a faster response with better tracking capabilities, we recommend you use our ticket system.

Our N. American and European (USA & UK based) phone lines, live chat and ticket system are all staffed 24*5 (or more depending on your SLA) to accommodate your support needs to the fullest. Should your business require coverage during weekends, simply contact us for a quote for this extended coverage opportunity.

To ensure you receive a timely response, use your support credentials in all inquiries.

Support credentials:

Product:	Type:	Support License #:

Methods for contacting Support:

Please visit www.add-on.com after your purchase to register your company and yourself in our support system. This will ensure you receive the support you are entitled to.

Knowledgebase

You are welcome, at any time, to access our knowledgebase which is found on <https://www.add-on.com>. Our knowledgebase is divided into specific product areas. This enables you to find answers to the most common questions, guides, and revision history for your product(s). The revision history will allow you to gain an overview of the recently launched versions and improvements.

Ticket

Submit new [tickets](#) (questions, problems, requests for guidance etc.) whenever it fits into your busy schedule. When using our ticket system, you may use English, Scandinavian or German. However, using English when composing your ticket will ensure a faster response time. We guarantee a response within 8 business hours in 95% of all incidents*.

Email

Once registered in our support system, you can use emails to create new tickets. We require a registration to learn about your current maintenance plan and to locate your license file(s). This way we will be able to "jump start" our help before connecting with you ensuring we use as little as your valuable time as possible. All the correspondence will therefore be attached to your support account for later purposes.

Live chat

Our English speaking* live chat is accessible from www.add-on.com and is available 24 hours within weekdays.



On-site

If you would like to use our professional services for your onsite support, then this is not included in any of our maintenance levels and will therefore be charged separately. Please contact us for a specific quote. Usually we can accommodate requests for on-site services within one week.

Phone

Our local country phone numbers are staffed within the business hours of their origin.

Phone Numbers:

Denmark:	Europe:	N. America:
+45 7944 7002	+44 (0) 203 002 3889	+1 (202)-536-4165

* We use English as our main support language due to the demographics of our customers. However, other languages (German and Danish) can be requested - but will require a specific scheduled time slot. Feel free to schedule this service with our regular support staff – there's no additional cost.

When requesting support in other languages than English we cannot guarantee a maximum response time – however we will naturally do our best to accommodate your needs.



Response levels and definitions

Table I: Severity Level Definitions

Severity Level	Definition
Severity Level 1	All environments. A limitation on the client's use of the Licensed Products, but an acceptable workaround exists.
Severity Level 2	All environments. A severe restriction, but not a complete obstacle, to the client's ability to use the Licensed Products or the performance of the client's business operations. No acceptable workaround. Licensor may request the client's resources as necessary.
Severity Level 3	All environments. A limitation on the client's use of the Licensed Products, and an acceptable workaround doesn't exist.

Table II: Definitions of our support levels

AOP 1st level support	AOP's 1st level support is available at all times during business hours from Monday to Friday. Business hours regardless of the actual time zone. Our 1st level support will be able to help with all regular support scenarios based on our own software. They will also help describing different scenarios for further assistance within our support department.
AOP 2nd level support	AOP's 2nd level support is able to help with all scenarios regarding both our own software as well as 3rd party software issues both on usage and environmental platforms. This service will be performed by senior Microsoft Certified System Engineers.
AOP 3rd level support	AOP's 3rd level support is able to help with all environmental issues which will require a hot-fix for our products. This service will be performed by Microsoft Certified Developers

Table III: Response Times

AOP Support Levels	Severity Level 1	Severity Level 2	Severity Level 3
1	Online	Online	Online
2	8 Business hours	8 Business hours	16 Business hours
3	8 Business hours	16 Business hours	On request