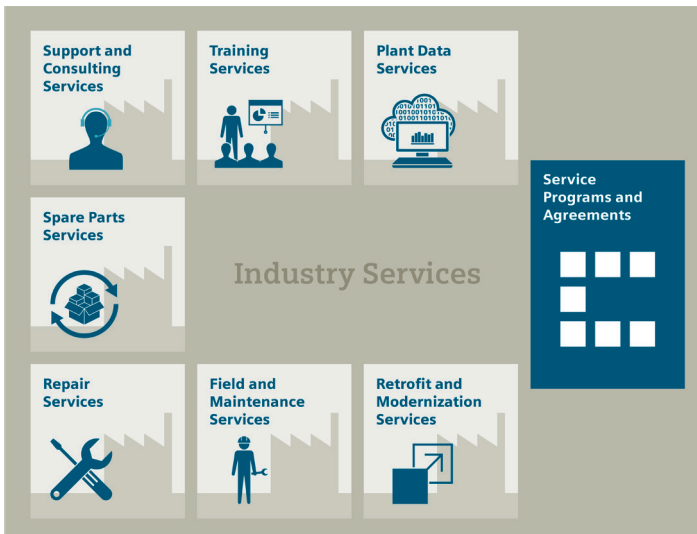


## Support and Consulting Services

# Technical Support Services – Priority Support



Technical Support Services give you the answers you need about Siemens products. Receive faster responses with our Priority Support service.

**Basic Technical Support** for current products is provided to all Siemens automation and drive customers at no charge. This service provides up to one hour of support for basic installation, operation, and troubleshooting questions. Basic Support is available from 8 a.m. – 5 p.m. local time, Monday – Friday excluding holidays. Requests are typically processed in the order they are received with an initial response usually in two business hours or less.

**Priority Technical Support** is an optional enhanced level of service for customers who need faster access to our Technical Support teams. With Priority Support, you move to the front of the line to speak with the next available agent with an initial response usually in 30 minutes or less.

## We offer two levels of Priority Technical Support service: 8 x 5 Monday – Friday and 7x24x365.

- **Priority Support** – 8x5, Monday – Friday minimizes your wait time by providing expedited Basic Support during normal business hours which is Monday – Friday 8 a.m. – 5 p.m., excluding holidays. If possible, your call will be put straight through to the next available agent, or if a callback is necessary, the target response time is 30 minutes or less.
- **Priority Support** – 7x24x365 provides round-the-clock support by expanding the Priority Support service to also include nights, holidays, and weekends. During normal business hours, your call will be put straight through to the next available agent, or if you choose to receive a call back the target response time is 30 minutes or less. Outside of normal business hours, the target response time is 60 minutes or less.

## Technical Support options - the right level of service to match your needs, skills and budget

	Basic Support – (no charge)	Priority Support – 8 a.m. to 5 p.m., M-F	Priority Support – 7 x 24 x 365
Availability	8 a.m. – 5 p.m. local time Monday – Friday, excluding holidays	8 a.m. – 5 p.m. local time Monday – Friday, excluding holidays	24 hours Monday - Sunday
Call handling	First in, First Out	Priority, next available specialist	Priority, next available specialist
Target response time	2 hours or less	30 minutes or less	30 minutes or less (normal business hours) 60 minutes or less (after hours)
Service Entry	Phone, Online Support Request	Phone	Phone
Typical application	First in / First out processing	Adds faster response, normal business hours	Adds faster response with 7x24x365 support access
How to buy	No charge	Single use - Credit card at time of need - Automation Value Card  Unlimited use for 1 year - SIEPRO Technical Service Agreement	Single use - Credit card at time of need - Automation Value Card  Unlimited use for 1 year - SIEPRO Technical Service Agreement

## Get help when you need it – click or call



### Online support request – 24/7 support website

The Industry Online Support site ([support.industry.siemens.com](http://support.industry.siemens.com)) is your central location for comprehensive service and support information. You can submit Support Requests online (Basic Support only), which saves valuable time and allows you to easily track the status of your request. By initiating your support request online, you can also view suggested information related to your question.

This site also gives you access to FAQs, manuals, certificates, application examples, tools, and much more. Check out the Online Support Forum, where you can participate in discussions with others and benefit from their knowledge and experience.



### Phone support – 800-333-7421

For Basic Support, or to obtain one of our optional Technical Support services, you can also contact our Industry Customer Care Center by phone. Our Industry Customer Care Center is staffed 7x24x365 with agents available to help you get the support you need. This team is your single point of contact for:

- Technical Support
- Emergency Spare Parts
- Repairs
- Field Service

Siemens Industry, Inc.  
3333 Old Milton Parkway  
Alpharetta, GA 30005

1-800-333-7421  
info.us@siemens.com

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