



Support Contacts and Escalation Process

1. Emergency Support 24x7 (for service affecting issues)

Emergency (Primary)	877-890-9143
Emergency (Backup)	877-683-1205
Emergency (International)	+1-289-348-0250

Use this emergency number for any **mission critical** or **business impacting** outages. This number also applies to SLA based services that are experiencing technical issues.

2. Non- Critical Support (for regular business hours)

E-mail: support@boltonsmith.com
Phone: 1-866-746-1233 x1

This covers:

- General issues not involving any non-critical technical support
- Change requests
- General questions

Always, generate a support ticket by sending an email to support@boltonsmith.com. Our ticketing system will automatically open a support case and will reply back by email with your ticket number.

