



## Support Contacts and Escalation Process

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

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

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](mailto: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](mailto:support@boltonsmith.com). Our ticketing system will automatically open a support case and will reply back by email with your ticket number.

