Standard Software Support
EMEA

Contents

1 OpenText Freeway support

1.1 Overview

As a software customer, you have access to OpenText Freeway support during office hours of Monday to Friday from 8:30 am to 5:30 pm GMT.

A limited Out of Hours (OOH) provision is available as a **chargeable add-on** from your Sales Customer Manager (See Appendix A for details on how to make a request for OOH support).).

OOH operates as follows:

> Monday to Friday from 6:30 am to 8:30 am, and 5:30 pm to 10:00 pm.
> Saturday and Sunday from 10:00 am to 4:00 pm.

Your designee(s) can call or email to report problems, request support, and make general inquiries.

Please note that support is provided in the English language.

Availability	Support definitions

Business day support Mon-Fri 8:30 am to 5:30 pm GMT	Customers are encouraged to email freeway.support@opentext.com to log tickets.
	    When reporting a severity level 1 or 2, follow-up should be made via the phone or to the first level escalation point.
	    OpenText Freeway support uses a telephone system that allows callers to wait for an operator. There is also an option to leave a voicemail.
	    A ticket will be generated on behalf of the customer in both cases.

OOH support **Mon-Fri 6:30 am to 8:30 am, 5:30 pm to 10:00 pm** **Sat-Sun 10:00 am to 4:00 pm**	Telephone only. See separate OOH guide for details.

2 Contact methods

2.1 Calling OpenText Freeway support

You can contact the OpenText Freeway support specialists using the following number.

EMEA (UK/GB) United Kingdom +44 (0) 8452 30 30 35

All calls made to OpenText Freeway support are tracked and assigned a ticket number. Tickets remain open until there has been resolution and follow up with the customer. A ticket will not be closed until the customer is satisfied with the resolution. Please be aware that the operator may not be the person who closes the ticket; the operator may need to take a backup of your system, log details, and then refer to other members of the team.

2.2 Sending emails to OpenText Freeway support

OpenText Freeway support e-mail address is *freeway.support@opentext.com*. The following procedure should be followed when sending emails to OpenText Freeway support.

> Provide all relevant information available so that the OpenText Freeway support specialists can take the appropriate action on your request. Incomplete requests may delay our ability to rapidly resolve the issues being reported.
> Please DO NOT forward emails from your partners without an accompanying request/explanation.
> Use Appendix A to direct your request to the most appropriate recipient.
> If you are requesting information about an email sent to you by a hub or partner, or you suspect there is a network outage, please check https://fsa.fwc.opentext.com/ for any outstanding notices.
> The email subject line should contain your customer ID/account name and a brief description of the issue being reported.
> The email will be sent directly into the ticketing system and a ticket will be automatically generated. Once the ticket is created, the originator will receive an acknowledgment email including the ticket number in the subject line.
> **The ticket number, X-XXXXXXXXX, must be included in the subject line of all further communications so that the information is properly updated into the ticket**. The easiest way to do this is to reply to the acknowledgement message.

Severity level 1 or 2 issues submitted to OpenText by email must be reported to OpenText Freeway support by calling +44 (0) 8452 30 30 35.

Refer to Table 4.1 for severity level definitions.

3 Support requests

3.13Examples of support requests

Examples of general inquiries supported by OpenText Freeway support include:

here are the details.

example

screenshot attached.

Do you have documentation to help me create an invoice?

My live invoices to x have been rejected

Examples of connectivity problems supported by OpenText Freeway support include:

AS2 Connection problem.

3.1

Severity	Definition	Service level target
	Alternate method of transacting available Impact to small non-critical trading partners or no trading partners Customers or suppliers may or may not be aware of the issue Functionality may be degraded Important component outage	
4	**Urgency is low and impact is low** Customers has one or a small number of trading partners affected with minimal impact Not time sensitive No impact to c suppliers Customer requires research relating to trading	

5 Escalation guide

5.1 Escalation of production problems

When OpenText Freeway support is notified of a severity 1 or 2 issue, a determination is made if the issues are specific to the customer or a widespread interruption of service. If the issues are only impacting a single customer, the OpenText Freeway support specialists will attempt to resolve. If the issue impacts multiple customers, OpenText Incident Management Team is notified, and the Operations Team will work the incident to resolution. Customers will be notified as soon as the incident is discovered and updated on a regular basis until the issue is resolved.

Before escalating an issue, be sure to follow the standard support procedure for reporting a production issue by calling or emailing OpenText Freeway support as noted in Table 5.1 below. Once you have logged a ticket, if you do not receive a

6 Appendix A

6.1 Contacts

Contact	Reasons for contact	Contact details
TGMS L1 support	You have a mailbox number starting AMR and are missing documents or have sent documents that Carbon copy problems	ukcs@opentext.com
Inovisworks L1 support	You have a mailbox number starting 412 and are missing documents or have arrive Carbon Copy problems	eservices@opentext.com
Customer Manager Team (Sales)	New trading partner New software requirements such as a reinstall Billing queries Additional services Carbon copy requests Certificate changes Interconnect requests	emeacmteam@opentext.com +44 (0) 1772 64 60 60