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# 8 Tech support

Tech support E-mail:

**sd@vas.expert**

Phone numbers:

**8-800-777-00-14**

Local:

**+7 (812) 210-56-37**

**+7 (495) 748-05-77**

The tech support is activated by the partner's request, according to the term of the active agreement or since paying a bill.

The following information is required for activation:

1. First and second names
2. Position
3. e-mail
4. Phone contact

It is possible to activate the access for two employees per one agreement, if other conditions are not specified explicitly.

## **Technical support includes:**

1. Registration of referrals to support services 24x7 by e-mail
2. Response to referrals within the next business day(NBD - Next Business Day)\*
3. Possibility of the VAS Experts DPI software [updating](#)
4. Using the service allowing to load lists automatically through the [provider certified electronic signature](#)

\* - it is possible to purchase extended support:

For the VAS Experts DPI-20 and higher - 8x5x8 (Response time during working hours is guaranteed to be not exceeding 8 hours)

For the VAS Experts DPI-40 Complete and higher - 24x7x4 (Response time is four hours)

The technical support includes assistance in configuring and troubleshooting only on the VAS Experts DPI hardware and software system side. In case of difficulties in configuring network equipment within the operator's network, an hourly paid assistance of IT-GRAD engineers will be offered. 1800 rubles for an hour's engineer work.