

# Содержание

- 8 Tech support ..... 3
  - Contacts* ..... 3
  - SLA* ..... 3
  - Terms of additional and night work* ..... 3
  - Support activation and prolongation* ..... 4



# 8 Tech support

## Contacts

Tech support E-mail: **sd@vas.expert** Phone numbers: **8-800-777-00-14** Local: **+7 (812) 313-88-54**  
**+7 (495) 748-05-77.**

### Terms of contacting technical support



When contacting support, please indicate **access to the server** for prompt response.

Create a separate user: **vasexpertsmt**

Set ssh access restriction: **45.151.108.0/24, 94.140.198.64/27, 78.140.234.98, 193.218.143.187, 93.100.47.212, 93.100.73.160, 77.247.170.134, 91.197.172.2, 46.243.181.242**

## SLA

Support and Subscription (SnS) includes:

1. Registration of requests 24x7 via e-mail or autoresponder
2. Reaction to inquiries within the next business day (NBD)\*
3. [Updating the Stingray Service Gateway software](#) (updating the SSG software on the end device is carried out by the operator during light hours).

\* - it is possible to purchase extended support:

1. for version SSG-20 BASE and higher - 8x5x8 (reaction time is 8 hours during working hours)
2. for version SSG-40 COMPLETE and higher - 24x7x4 (reaction time is 4 hours).

The service level (SLA) for different types of support is described in the document.

## Terms of additional and night work

Within the technical support, assistance in configuring and troubleshooting is provided only on the side of the Stingray SG hardware-software complex. In case of difficulties in setting up network equipment on the operator's network, we offer paid hourly assistance from engineers (at night the cost of work doubles). [Night work rules.](#)

## Support activation and prolongation

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



Technical support is extended from the end of the previous paid period.

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.