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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)
4. SLA is valid only if technical support is active and there are no violations of license conditions (including according to the built-in error monitoring system).

* - 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.