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# Tech support

## Contacts

Tech support E-mail: [sd@vas.expert](mailto:sd@vas.expert)

Phone number: **+31 20 889 33 88**



[Technical support request procedure](#)

## Benefits of VAS Experts Technical Support

- **Expert Assistance and Recommendations**

Our technical support engineers are highly knowledgeable about SKAT DPI and can advise you on architecture, configuration, and operation, as well as provide information on troubleshooting and recommended updates.

- **Access to Updates and Assistance with Implementation**

Customers with active technical support receive regular software updates, patches, and signature updates, as well as expert assistance with software installation and troubleshooting.

- **Priority Review of Feature Requests**

Technical support engineers are familiar with the product roadmap and can suggest optimal solutions that take future updates into account. Feature requests from customers with active support are given priority.

- **Prompt Response and Different Service Levels**

Three technical support plans are available: the basic Next Business Day plan and the advanced plans — **8x5x8** and **24x7x4**. [Learn more](#).

Even with the basic Next Business Day plan, technical support engineers respond promptly to requests, especially in emergency situations. First-line technical support engineers are on duty 24/7, and second-line support is brought in as needed.

- **Convenient Communication Channels**

In addition to the ticket system, our technical support engineers are available via phone and chat, which often helps resolve issues more quickly.

## 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.

## Additional Terms

VAS Experts reserves the right to refuse to develop projects for clients without active technical support.

VAS Experts reserves the right to refuse technical support or project support to clients who do not comply with the license conditions, incl. exceed the allowable traffic (including data from the built-in error monitoring system).

## Cost of Service

The cost of technical support services is calculated based on the cost of the license at the time of

invoicing.