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# Customer FIRST Premium & Elite

**Contacting Level 2 AVEVA Support**

2023

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# 1. Business Hours Technical Support (Normal Local Business Hours)

AVEVA provides expert technical assistance during normal business hours via regional support centers and locally based service engineers. Each request is processed through a well-defined multi-level response model that assures a skilled and timely response appropriate to the urgency and complexity of the reported situation. Reported situations are assessed according to the impact on the customer's production, safety or environment.

Notes:

- All customers who purchase their Customer FIRST agreement through an authorized AVEVA Distributor are served by Level 1 Distributor CSP (Certified Support Provider) distribution facilities during local business hours.
- Customers participating in the Premium or Elite level of the program who have purchased their agreement through a local AVEVA Distributor will also be entitled to contact AVEVA Global Customer Support directly during business hours (otherwise known as Level 2 - Direct Technical Support).
- Customers who purchase their Customer FIRST agreement from AVEVA directly are entitled to access AVEVA Global Customer Support directly, regardless of program level enrolment

## 1.1. Contacting Level 2 Technical Support

To obtain the current contact information for your local AVEVA Global Customer Support Center or an AVEVA Certified Support Provider please visit our website: <https://sw.aveva.com/support>.

You can email

- [custfirstsupport@aveva.com](mailto:custfirstsupport@aveva.com)

Or via the web

- Visiting <https://softwaresupport.aveva.com/>

Or via Customer First Support App

- Visit <https://sw.aveva.com/support/customer-first/apps>
  - Download from [App Store](#)
  - Download from [Google Play](#)

Or via phone

- Visit <https://www.aveva.com/en/support-and-success/support-contact/> and then select your product and region for our full list of contact numbers.

*Important note!*

*For P1 Production Emergencies only telephone support should be used. See section 2 for additional information.*

### 1.1.1. Accessing Cloud Support

Any issues related to AVEVA Connect, user accounts or user connectivity to AVEVA Cloud should be reported to the AVEVA Global 24x7 Cloud Support team via email: [cloud.support@aveva.com](mailto:cloud.support@aveva.com).

### 1.1.2. Service Status

AVEVA maintains a real-time status dashboard, where you can get updates on the status and system health of our cloud offers via <https://status.connect.aveva.com/>.

We use this dashboard to publish notifications for scheduled maintenance updates to our solutions, and if there are any interruptions to service, we will provide an initial status along with regular updates until we return service to normal. You can also subscribe to relevant alerts to be notified of postings as they are made.

## 2. Obtaining Emergency 24x7 Support

AVEVA provides emergency technical support outside of normal business hours for situations that involve loss or potential loss of significant software operational functions on the production system or plant downtime situation.

Note: Reporting and other ancillary functions are not included under the definition of emergency support. It is expected that technical support for non-production applications will resume the following business day, during normal business hours.

### 2.1. Contact Information for Emergency Support

Calls received via our emergency service phone numbers will be automatically routed to a live phone dispatcher. The dispatcher will then contact one of the available technical support analysts/engineers who will return the call within 60 minutes.

Emergency technical support can be obtained by dialing +1-949-639-8500, accessible worldwide.

The AVEVA phone system will automatically identify your company via your individual phone user ID. From there, follow the phone prompts to be routed directly to our Emergency Support dispatcher.

*Important: When contacting AVEVA Global Customer Support for the first time, you will be issued an individual phone user ID. You should have this phone user ID on hand every time you call AVEVA Global Customer Support. Your call will not be routed properly via the telephony system if you enter your Customer FIRSTagreement/contract number. Your individual phone user ID can be retrieved via the Customer FIRST App or via the AVEVA Knowledge and Support Center website.*

### 3. Accessing the Knowledge & Support Centre Website

The AVEVA Knowledge and Support Centre website provides users with a host of benefits including:

- Tech Support User IDs
- Product Downloads
- Case Management and Submission
- Tech Notes, Technical Documentation and more

Users with an active Customer FIRST agreement can register for an account at the following link:

- <https://om.aveva.com/softwarewebID/>

*When registering users should ensure that they utilise their business email and company address. Personal use email accounts are not supported.*

And access to the website is via: <https://softwaresupport.aveva.com/>

### 4. More information

For more information on how to engage with AVEVA Technical Support, or to find out more about the entitlements available to you via your Customer FIRST agreement please refer to the Customer FIRST User Guide.

This can be accessed here: [Customer FIRST User Guide](#).



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