

Support

HOSTED FIREWALL SERVICE NEEDED	OPEN AN ORDER	CONTACT CSC	CONTACT CNOC	CONTACT SOC	CUSTOMER SELF-SUPPORT
Create New VDOM, VPN, IP Block, etc.	X	-	-	X (Completes)	-
Add New Service (UTM, AV, etc.)	X	-	-	X (Completes)	-
Update Policy (Rule, Object, VIP, Port Forward)	-	X (Ticket Creation)	X (Completes)	Serves as Escalation Point	-
Update VPN (Users/Groups)	-	X (Ticket Creation)	X (Completes)	X (Completes)	X
Update White List/Black List	-	X (Ticket Creation)	X (Completes)	X (Completes)	X
Create/Update Portal Users	-	X (Ticket Creation)	X (Ticket Creation)	X (Completes)	-
Troubleshooting/Report Issue	-	X (Ticket Creation)	X (Troubleshoots/Completes)	Serves as Escalation Point	-
Customer Hard Down	-	X (Ticket Creation)	X (Troubleshoots/Completes)	Serves as Escalation Point	-
Fraud/Hacking	-	X (Ticket Creation)	X (Ticket Creation)	X (Completes)	-
Non-Documented Issue	-	X (Ticket Creation)	X (Troubleshoots/Completes)	Serves as Escalation Point	-
Request Custom Reports/ Consultation	X	-	-	X (Completes)	-
	ORDER CREATION Refer to Account Mgt. <i>SLA 10 Business Days from order creation</i>	OPEN A TICKET 1-833-467-3472 customer@segra.com Mon-Fri., 8am-7pm <i>SLA 8 Hours</i>	OPEN A TICKET 1-833-467-3472 24 x 7 x 365 <i>SLA Priority Based (2-8 Hours)</i>	CONTACT SOC 803-726-3762 soc@segra.com Mon-Fri., 8am-5pm <i>4 business hour response After hours 2 hour response</i>	SELF-SUPPORT https://spc.spiritcom.com/fpc/login