

# Emergency Support Service for Camstar Enterprise Software (CEP)

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Emergency telephone support is available for customers who have purchased Silver Support Service (24/5 Monday 00:00am to Friday 11:59pm) or Gold Support Service (24/7) solely to address Critical priority situations in which Customer’s MOM Software production installation ceases to function entirely or causes a severe disruption to the Customer’s operations. Emergency telephone support is available outside of normal business hours by region and requires the Customer to call as shown in the table below; Customer must contact the Siemens Technical Support Center directly during normal business hours.

Region	Normal Product Support hours	Emergency Product Support contact information
ASEAN	M-F 8:00am – 5:00pm Penang Local Time (GMT +8.0) Emergency support: after hours, weekends & holidays	+65 6843 1153 +604 613 3889
China	M-F 8:00am – 5:00pm Penang Local Time (GMT +8.0) Emergency support: after hours, weekends & holidays	+86 21 2208 6955
EMEA	M-F 9:00am – 6:00pm CET (Rome) Emergency support: after hours, weekends & holidays	1. Dial your local GTAC EMEA Customer Support phone number and wait to be connected 2. Press “8” during the announcement in order to enter the specific menu
North America	M-F 5:00am – 5:00pm PST Emergency support: after hours, weekends & holidays	(408) 345-2093

**Siemens PLM Software**

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