

Premium Support

MOM Emergency Support Service



*Emergency telephone support is available for Customers who have purchased Silver Support Service or Gold Support Service to address critical priority situations in which the software production installation ceases to function entirely or causes a severe disruption to operations. By making an emergency call, customers will be connected to the available on-stand-by Support Engineer, that will take charge of the reported incident and, if necessary, will connect the customer to the most expert Support Engineer available.

Emergency Support Hours of Service (Critical issues only)	How to Make an Emergency Call	
Silver Support Service: 24 hours a day / 5 days per week / Monday - Friday	<i>*Applies to both Silver and Gold Support Service</i>	
Gold Support Service: 24 hours a day / 7 days per week	Locate your region, the product you need support for in the table below and then follow these steps:	
When to make an Emergency Call	<ol style="list-style-type: none"> 1. Dial your local Customer Support phone number. You may find this number: https://www.plm.automation.siemens.com/global/en/support/ 2. Press "0" in order to enter the emergency support menu. 3. Enter one of the 5-digit PINs below according to the product and region. 	
<p><i>Please reserve emergency phone calls to the following situations only.</i></p> <p>IMPORTANT: The recommended method for submitting a Critical incident is to submit a new case via the 24/7 Support Center website: https://www.plm.automation.siemens.com/global/en/support/</p> <p>FOR NEW CRITICAL INCIDENTS:</p> <ul style="list-style-type: none"> Incidents that result in a severe disruption to operations and require immediate assistance from a DI SW Global Support Engineer and you are unable to submit the case in the DI SW Support Center website: https://www.plm.automation.siemens.com/global/en/support/ <p>FOR CRITICAL AND IMPORTANT UPDATES ON EXISTING P1 INCIDENTS:</p> <ul style="list-style-type: none"> You need immediate attention from DI SW Global Support on a Critical update or re-occurrence of an existing P1 Critical incident. 	<p>IMPORTANT:</p> <p><u>Outside of business hours:</u> You will be prompted to access the Emergency phone menu.</p> <p><u>During normal business hours:</u> You will be presented 2 options of creating a new case or checking the status on an existing case.</p>	
Products	Region	Emergency PIN
Opcenter Execution Foundation	EMEA	30008
Opcenter Execution Discrete	AMS (Americas)	30007
Opcenter Execution Process	APAC	30009
SIMATIC IT Unified Architecture Foundation	EMEA	30011
SIMATIC IT Unified Architecture Discrete	AMS (Americas)	30024
SIMATIC IT Unified Architecture Process Industries	APAC	30023
Opcenter Execution Core	EMEA	30025
Opcenter Execution Electronics	AMS (Americas)	30027
Opcenter Execution Medical Device and Diagnostics	APAC	30026
Opcenter Execution Semiconductor		
Camstar		
Opcenter Connect MOM	EMEA	30025
Manufacturing Interoperability	AMS (Americas)	30027
	APAC	30026
SIMATIC IT Production Suite	All (AMS, EMEA, APAC)	30016
SIMATIC IT Aerospace and Complex Manufacturing		
SIMATIC IT Batch Integration Layer		
SIMATIC IT for Process/Hybrid		
SIMATIC IT Line Monitoring System		
SIMATIC IT Mechatronics		
SIMATIC IT OEE		
SIMATIC IT PLM		
SIMATIC IT Report Manager		
SIMATIC IT Reporting Framework		
Opcenter Quality	All (AMS, EMEA, APAC)	30012
Teamcenter Quality		
QMS Professional		
Opcenter RD&L (Research, Development and Laboratory)	All (AMS, EMEA, APAC)	30014
SIMATIC IT R&D Suite (incl. Unilab and Interspec)		
Opcenter Execution Pharma	All (AMS, EMEA, APAC)	30010
SIMATIC IT eBR		
Opcenter Intelligence	All (AMS, EMEA, APAC)	30015
Manufacturing Intelligence		
Manufacturing Performance		