

Customer Support

for Managed Services, Polarion, Valeo
and Siemens Cloud Solutions



*Emergency telephone support is available for Customers who have purchased a maintenance contract to address critical priority situations in which the software production installation ceases to function entirely or causes a severe disruption to operations.

| Emergency Support Hours of Service (Critical issues only) | How to Make an Emergency Call |
|--|--|
| Support Service: 24 hours a day / 5 days per week / Monday - Friday | <i>*Applies to Managed Services, Polarion and Valeo Support Service</i> |
| When to make an Emergency Call | Locate your region and the product you need support for in the table below. If a direct phone number is specified, dial that number, otherwise follow steps below. |
| IMPORTANT: During normal business hours, the customer should contact the Siemens Digital Industries Software support team by following the standard phone menu. | 1. Dial your local Customer Support phone number. You can find this number at: https://www.plm.automation.siemens.com/global/en/support/ |
| Emergency telephone support is available outside of normal business hours by region and requires the customer to follow the <i>How to Make an Emergency Call</i> instructions. | 2. Press "0" during the announcement in order to enter the emergency support menu. |
| | 3. Enter your SoldTo/Site ID. |
| | 4. Enter one of the 5-digit PINs below according to the product you need support for and your region. |

| Products | Office Hours | Emergency PIN / Phone Number |
|--|---|------------------------------|
| Managed Services | Please refer to your local office hours | 30003 |
| Polarion <i>Silver and Gold Customers</i> | Please refer to your local office hours | 30001 |
| Valeo | Please refer to your local office hours | 30006 |
| Siemens Cloud Solutions | Please refer to your local office hours | 30002 |