

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.

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 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.
When to make an Emergency Call	1. Dial your local Customer Support phone number. You can find this number at: https://www.plm.automation.siemens.com/global/en/support/
IMPORTANT: During normal business hours, the customer should contact the Siemens Digital Industries Software support team by following the standard phone menu.	2. Press "0" during the announcement in order to enter the emergency support menu.
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.	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	Region	Normal Product Support Hours	Emergency PIN / Phone Number
Opcenter Execution Foundation Opcenter Execution Discrete Opcenter Execution Process SIMATIC IT Unified Architecture Foundation SIMATIC IT Unified Architecture Discrete SIMATIC IT Unified Architecture Process Industries Manufacturing Interoperability Opcenter Connect MOM	EMEA	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30008
	AMS (Americas)	M-F 5:00am – 5:00pm PST Emergency support: after hours, weekends and holidays	30007
	APAC	M-F 8:00am – 5:00pm Penang Local Time (GMT +8.0) Emergency support: after hours, weekends and holidays	30009
Opcenter Execution Core Opcenter Execution Electronics Opcenter Execution Medical Device and Diagnostics Opcenter Execution Semiconductor Camstar Opcenter Connect MOM Manufacturing Interoperability	EMEA	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30011
	AMS (Americas)	M-F 5:00am – 5:00pm PST Emergency support: after hours, weekends and holidays	Call directly (408) 345-2093
	China	M-F 8:00am – 5:00pm Penang Local Time (GMT +8.0) Emergency support: after hours, weekends and holidays	Call directly +86 21 2208 6955
	APAC (for China see above row)	M-F 8:00am – 5:00pm Penang Local Time (GMT +8.0) Emergency support: after hours, weekends and holidays	Call directly either: +65 6843 1153 +604 613 3889
SIMATIC IT Production Suite 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	All (AMS, EMEA, APAC)	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30016
Opcenter Quality Teamcenter Quality QMS Professional	All (AMS, EMEA, APAC)	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30012
Opcenter RD&L (Research, Development and Laboratory) SIMATIC IT R&D Suite (incl. Unilab and Interspec)	All (AMS, EMEA, APAC)	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30014
Opcenter Execution Pharma SIMATIC IT eBR	All (AMS, EMEA, APAC)	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30010
Opcenter Intelligence Manufacturing Intelligence Manufacturing Performance	All (AMS, EMEA, APAC)	M-F 8:00am – 5:00pm CET (Rome) Emergency support: after hours, weekends and holidays	30015