Support at a Glance

Quick guide for new customers. Please share it with everyone in your organization who works with Retarus.

retarus

Contact

EAS portal
myeas.retarus.com
Support → Support Tickets → New ticket

Email
support@retarus.com

Urgent cases
Send the details by email, then call as well.

Status page
status.retarus.io shows maintenance and outages. Anyone can subscribe to email or SMS alerts.

SUPPORT HOTLINES*

Mon–Fri · 08:00–18:00 local time

24/7 SLA booked? Please ask your Implementation Engineer for the separate phone number.

DE	+49 89 5528 2525
AT	+43 12058 3461
CH	+41 44 200 11 39
UK	+44 207 17303 71
FR	+33 1 871663 01
IT	+39 02 873178 61
ES	+34 91 78938 01
US	+1 844-RETARUS
SG	+65 3163 4488
AU	+61 2 9191 4900

BILLING QUESTIONS

central.billing@retarus.de
+49 89 5528 1550

Full details
Retarus Support Guide →

Opening a ticket

1. **Authorized contacts.** Only authorized support contacts can open tickets. You are responsible for maintaining and documenting this list and your EAS users.

   ! **We cannot give any information to anyone who is not on the list, and authorizing someone separately is very time-consuming.**

2. **Prepare.** Check your own infrastructure first, then include:

EVERY TICKET	INCIDENTS ALSO
✓ Customer number (if known)	✓ Impact and urgency
✓ Contact with phone number	✓ Steps to reproduce
✓ Description of the request	✓ What you already checked
✓ Affected transactions (if any) time, status, sender, destination	✓ Has it occurred before? ✓ Test transactions allowed?

3. **Open and reply.** Open the ticket via the EAS portal, email or phone. In every reply, put the ticket number in the subject:

   TO support@retarus.com | SUBJECT **RCR 12345678** your subject

4. **Track.** See the status in the portal under Support → Support Tickets. Resolved tickets without feedback are usually closed after 10 days.

INCIDENTS			SERVICE REQUESTS	
Class 1 Critical: service not available	**Class 2** Substantial: key functions impaired	**Class 3** Minor errors	**Standard** General requests, no incident	**Express** Faster processing, extra charge

Response and resolution times depend on your contract.

Costs

Free of charge
Incidents within Retarus' sphere of influence · justified virus complaints · fax blacklist requests

Chargeable
Among others: configuration changes · portal or service questions · incidents on your side or at your communication partner · reports, research and analysis · services outside your contract · anything you can do yourself in the portal, e.g. user and password management

Escalation

Ticket not progressing? Call Retarus Support and request an escalation, stating company, name, phone number, ticket number, issue and requested action. If a level is unsuccessful, the next follows after the time shown (business hours).

1	2	3	4	5
Global Support	**Functional Leads Service & Solution**	**Heads Service & Solution**	**Directors Service & Solution**	**CTO**
support@retarus.com	ITOEscalationFL @retarus.com	ITOEscalationHead @retarus.com	ITOEscalationDirector @retarus.com	ITOEscalationCTO @retarus.com
First contact	**after 8 h**	**after 24 h**	**after 48 h**	**after 72 h**

* For regular support inquiries (e.g. minor changes except additional Service items; does not include professional services).