



## STANDARD PROCEDURE FOR HELPDESK AND HOTLINE USAGE

1. Send an email to: [support@rosari.com](mailto:support@rosari.com) for opening a new ticket (case) and creating a helpdesk request. You will get a „ticket number” as a confirmation. Note that all requests must be submitted via email.

You may track the progress of the request at the following address:  
<http://support.rosari.com>

2. Submit a request via phone in case of internet/email problems:

Depending on your country and contact, use the following hotline numbers:

 Switzerland :

+41 31 991 01 01 (German/English)

+41 22 792 75 31 (French/English)

 France :

+33 492 00 71 54 (Bureau)

+33 626 650 332 (Mobile)

Office hours (Monday to Friday) :  
**Mo-Fr 8h-12h and 13h30-18h** <sup>1)</sup>

**Reaction time : max. 24h after request has been received (only Mo-Fr)** <sup>1)</sup>

3. It does not matter which number you call (Switzerland or France). The requests are being handled one by one, depending on available resources and priority and will be sent to the same helpdesk system via email.
4. For urgent cases and problems you may send an email to the following address: [help@rosari.com](mailto:help@rosari.com). All messages sent to this address will automatically be forwarded via SMS to an engineer. Note that this service is only available to customers having an additional maintenance/support contract! Customers without additional support contract may also send a message to this address, but will be treated by a “best effort” approach without any guarantee to a ontime feedback.

<sup>1)</sup> **Important :**

Additional and extended contractual agreements (SLA) may be accorded, in order to guarantee after-office hours support.

Please contact : Tel. +41 22 792 75 31

email : [info@rosari.ch](mailto:info@rosari.ch)

IT services  
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[www.rosari.com](http://www.rosari.com)  
[info@rosari.ch](mailto:info@rosari.ch)  
[support@rosari.ch](mailto:support@rosari.ch)  
[www.viphosting.ch](http://www.viphosting.ch)

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