

20191

- 1
 - 1.1
 - 1.2
 - 1.3 [Blanco](#)
 - 1.4
 - 1.5
 - 1.6
- 2
- 3
 - 3.1
 - 3.2
 - 3.3 [\(Severity\)](#)
 - 3.4 [\(Priority\)](#)
 - 3.5
 - 3.6 [Blanco](#)
 - 3.7
 - 3.8
 - 3.9
 - 3.10 [\(\)](#)
 - 3.11
 - 3.12
 - 3.13
 - 3.14

Blanco

<https://support.blanco.com> FAQ

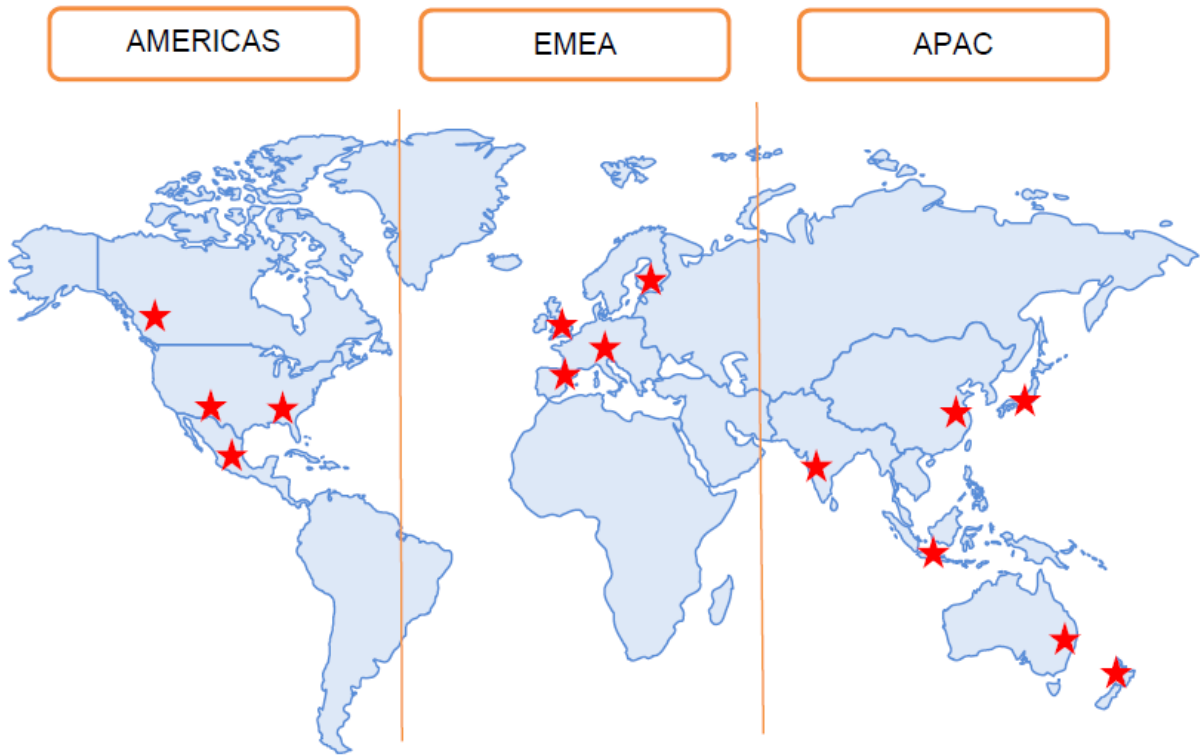
1SP2support@[blanco.com](mailto:1SP2support@blanco.com)

Blanco

Blanco7

3 (EMEAAPAC) Blanco

GLOBAL SUPPORT CENTER COVERAGE and LOCATIONS



Blancco

Blancco

- (SPE)
Blancco 24 (TAM)
- (SP1)
Blancco
- (SP2)
Blancco () E
- (SP3) **2023912SP3**
EBlancco

Support Plan (SP) Feature	Enterprise (SPE)	Premium (SP1)	Advanced (SP2)	Basic (SP3) END OF SALE September 12, 202
Product Upgrades	✓	✓	✓	✓
Portal Support	✓	✓	✓	✓
Email Support	✓	✓	✓	✓
Phone Support	✓	✓	✓	
Remote Session Support	✓	✓		
Max. Customer Contacts	Unlimited	10	5	2
Annual Remote Health Check (Upon Request)	✓	✓		
Annual Onsite Health Check (Upon Request)	✓			
Technical Account Manager	✓			
24X7 Support Phone Line	✓			
Severity 3-4 *Initial Human Response Time	2 hours	4 hours	6 hours	8 hours
Severity 2 *Initial Human Response Time	1 hour	2 hours	4 hours	8 hours
Severity 1 *Initial Human Response Time	30 min	1 hour	2 hours	8 hours
*During 8am-5pm local business hours				

Initial Human Response () Initial Human Response

-
-

Product Upgrades ()	
Portal Support ()	
Email Support (E)	
Phone Support ()	
Remote Session Support ()	
Max. Customer Contacts ()	
Annual Remote Health Check ()	1
Annual Onsite Health Check ()	
Technical Account Manager ()	
(Severity) 1, 2, 3, 4	

TAM () TAMBlanco

TAM

-

-
- Bianco
-
-
- TAM

Bianco

-
-
-
- FAQ

Bianco

-
-
-
-

() () Bianco

(Severity)

Bianco

(Severity)	
Severity 1 – CRITICAL •	
Severity 2 – HIGH •	
Severity 3 – MEDIUM • E	

(Priority)

Severity 4 – LOW	
• E	
(Priority)	
Priority 1 – CRITICAL	
•	
Priority 2 – HIGH	
•	
Priority 3 – MEDIUM	
• E	
Priority 4 – LOW	
• E	

-
-
-
-
-
-
-
-
-
-
-

Blanco

1. : <https://support.blanco.com/>
2. Report an Incident
3. Sign up for an account
4. "Sign up"

EEE

[Forgot your password?](#)

1. What do you need help with? ()
2. "Technical Support Request"
3. Create ()
4. BlancoFAQSLA

ID

...

()

(<https://support.blancco.com>)

()

(1)

	+1 833-374-0744
	+1 437-703-0609
	+44 127-988-1543
	+33 353-320-061
/ DACH	+49 714-1503-9004
	+358-942-704-945
	+91 95 13166907
	+81 50 5050 9161
	+82 2 578 7491
	+603 2242 3930
/	+612 8317 1123
(1)	SPE

:

-
- ()
- SLA
- ()

VP

			E	
APAC	Nandkumar Palkar	Director	nandkumar.palkar@blancco.com	+91 9967024237
AMER	Aydin Hami	Region Manager	aydin.hami@blancco.com	+1 512 560 1268
EMEA	Niko Puruskainen	Region Manager	niko.puruskainen@blancco.com	+358 207 433 850
Global	Jesse Kittleson	VP Global Support	jesse.kittleson@blancco.com	+1 602 402 1159