Prevalent™

Technical Support

At the ready to ensure your uptime and productivity

Prevalent's highly skilled Technical Support team is committed to answering your questions and addressing solution issues with speed and accuracy.
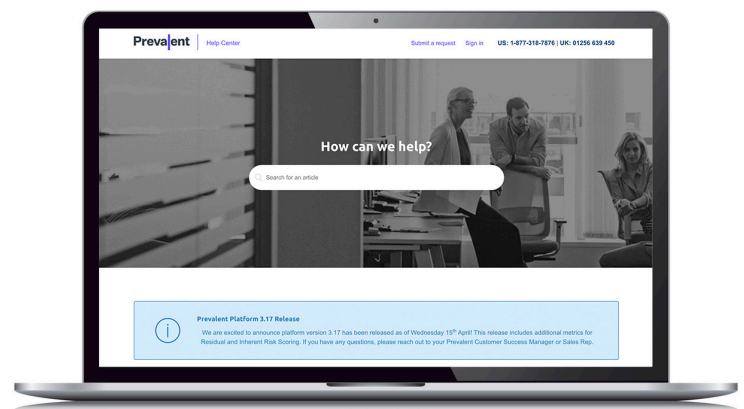
How to Reach Us

Customer Support Portal

https://support.prevalent.net/

The Prevalent Customer Portal is your source for:

- Knowledge base articles on managing and using Prevalent solutions

- Guides for vendors, suppliers and other survey respondents

- Technical support ticketing & case management

Email & Phone Support

support@prevalent.net

With support centers in the United States, Canada and the United Kingdom, Prevalent offers live support Monday through Friday, 9:00am UK time to 5:00pm U.S. Eastern time.

- **U.S. & Canada: 877-318-7876**

- **EMEA: +44 (0)1256 639 450**

Severity Levels & Response Times

Prevalent will respond to and resolve system faults based on the severity levels listed below.

Level	Description	Response Time Goal	Resolution Target
1	Production System is down, impacting all Prevalent applications	1 hour	4 hours
2	Ability to use the Application Services, but Company operation is severely restricted, and no workaround exists	4 hours	1 business day
3	Ability to use Application Services with faults that cause minor disruption to service	1 business day	As promptly as possible
4	Information needed or other request	1 business day	10 business days