



**0848 786 000 German Region / TI**  
**0848 786 002 French Region**

## **Sun Support Services Switzerland**

**The support number can be reached  
7 x 24 hours.**

*Did you know that there is a Support Services  
**Manager on Duty (MOD)** at your disposal?*

*If you come across any barriers or extraordinary situations that  
you need help with do not hesitate to get in touch with this  
manager by calling the number.*

To facilitate the logging of your service request, the following information will be needed:

- **serial number / software license**
  - **site, contact**
  - **hardware or software problem**
  - **priority:**
    - 1 = system down**
    - 2 = system impaired**
    - 3 = system operation normal**
- ↓
- case number**

The case number is the receipt for the service request. We ask you to have this key reference available for all questions and activities concerning this case.

**Online Support Center** <http://www.sun.com/service/online>