What does SAS Customer Support do?
SAS Customer Support provides real-time professional support when you are unable to resolve a problem through our self-help resource. Our UK based support consultants pride themselves on solving your functional and technical questions in the minimum amount of time.

Service Description
SAS Customer Support principally provides a telephone help-line for licensed SAS customers. We are here should you encounter a difficulty while using SAS or when you are not sure how to achieve something.

The standard service provided as part of the licence fee allows you to ask questions about SAS statement syntax, general logic problems, approaches to developing applications and procedures and their output. You should also call to report perceived problems in SAS or if you need to clarify an error message or something in the documentation. Recent forthcoming product development issues can also be addressed by support consultants.

Severity levels are applied to calls to ensure that support issues are prioritised and the most pressing problems dealt with first. The current severity levels are tabled overleaf.

All calls are logged into our Global Call Logging System available to all Support consultants worldwide.

Key Benefits
• UK Support Helpline
  Open 08:00 to 18:00, Monday to Friday. All calls are directly routed to a consultant ensuring an immediate initial response.

• Follow the Sun Support
  24 / 7 support for business critical problems.

• Problems Database
  Regularly updated SAS usage notes provide a database of known problems, resolutions, work-arounds and hints and tips.

• Electronic Problem Reporting and Resolution
  Report problems either via our website or by email using our EMITS system which is available 24 / 7.

• Dedicated Website
  Offering problem resolution, extensive technical information and frequently asked questions.

• Download Facility
  Download additional software, sample applications, software fixes, documents and more through our FTP site.

SAS Customer Support
Experienced, knowledgeable, local support - helping you to make the most of your investment in SAS

How can I contact SAS Customer Support?
☎ 0845 402 9907
✉ support@sas.com
🌐 www.sas.com/uk/support
Service Activities

Customer Support provides a range of services including:

- **Telephone Support**
  - Available Monday to Friday, 08:00 until 18:00
  - For business critical problems outside of these hours, call our North American support centre on 00 1 919 6778008, where you will be directed to one of our world-wide support centres. This service is only available in English.

- **SAS Usage Notes**
  - Provide a database of known issues
  - Distributed with the software and available online via www.sas.com/uk/support

- **Live Chat**
  - Speak to one of our Customer Support Consultants for immediate assistance

- **Information List Servers**
  - SNOTES-L is a high volume list server which sends mail on a daily basis concerning new and revised usage notes
  - TSNEWS-L is a list server which sends mail concerning more serious problems

- **Maintenance through ‘hot fixes’**
  - Maintenance is normally provided through the provision of replacement executable modules, or ‘hot fixes’
  - Availability of hot fixes is announced on the support website and via the TSNEWS-L list server.

Service Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Condition</th>
<th>Initial Follow-up</th>
<th>Frequency of Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A critical SAS production system is down or does not function at all, and there is no circumvention for the problem; a significant number of customers are affected, and a production business system is inoperable</td>
<td>2 hours</td>
<td>Every 1 business day</td>
</tr>
<tr>
<td>2</td>
<td>A component of SAS is not performing, creating a significant operational impact</td>
<td>4 business hours</td>
<td>Every 2 business days</td>
</tr>
<tr>
<td>3</td>
<td>A component of SAS is not performing as documented; unexpected results; circumventable problems; moderate or minor operational impact</td>
<td>24 hours *</td>
<td>Every 3 business days</td>
</tr>
<tr>
<td>4</td>
<td>Usage questions; clarification of documentation</td>
<td>24 hours *</td>
<td>Every 10 business days</td>
</tr>
<tr>
<td>5</td>
<td>Suggestions; requests for new product features and enhancements</td>
<td>24 hours *</td>
<td>Every 30 business days</td>
</tr>
</tbody>
</table>

*For problems that are assigned to a specialist, “initial follow-up” is defined as the time between when the problem is initially reported and the specialist contacts the customer. For problems that require further research by the consultant who initially received the problem, “initial follow-up” is defined as the time between the initial contact with the consultant and a follow-up call. **excluding weekends and bank holidays.

The SAS® Advantage

We understand and can apply SAS technology better than anyone else. Our development expertise spans four decades, and our experience with customers around the world is unrivalled. You can rest assured that with every engagement, our methodologies and best practices will deliver tangible results for your organisation.