



**MEGA**  
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# MEGA Support Services Handbook

## English

19/01/2024

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# 1. Support informations

## 1.1. Contact Us

	Availability	Service	Topics
Support Portal	<ul style="list-style-type: none"> <li>Declaration 24/7</li> <li>Processing Monday to Friday Business Hours</li> </ul>	<a href="#">Online Case</a>	<ul style="list-style-type: none"> <li>Functional Incident</li> <li>Operational Incident</li> <li>Improvement Request</li> <li>Question</li> </ul>
Mail	<ul style="list-style-type: none"> <li>Declaration 24/7</li> <li>Processing Monday to Friday Business Hours</li> </ul>	See support center	<ul style="list-style-type: none"> <li>Functional Incident</li> <li>Operational Incident</li> <li>Improvement Request</li> <li>Question</li> </ul>
Phone	<ul style="list-style-type: none"> <li>Declaration &amp; Processing Monday to Friday Business Hours</li> </ul>	See support center	<ul style="list-style-type: none"> <li>Functional Incident</li> <li>Operational Incident</li> <li>Improvement Request</li> <li>Question</li> </ul>

## 1.2. Support Centers

Region	Support Center	Languages	Availability	Contact
EMEA & APAC	Paris Casablanca Singapore	FR / EN IT / DE	Monday to Friday 9h00 to 18h00 (support center local time zone)	<a href="mailto:support@mega.com">support@mega.com</a> +33 1-4275-4040
NA & LA	Boston	EN / SP	Monday to Friday 8h30 to 17h30 (EST, CST and PST)	<a href="mailto:support.us@mega.com">support.us@mega.com</a> +1 877-963-4262 +1 781-784-7684

<http://community.mega.com/t5/General-Information/Support-Policy/ta-p/6216>

## 2. Cases & Incidents Management

It is highly recommended to consult MEGA Documentation before contacting Support. Documentation and other resources are available on [Community](#).

### 2.1. Submit an incident

You want to raise an incident, you have a question, please prepare your request before contacting us:

- Keep questions/issues separate (one problem per Support Incident/Case)
- Which product functionality is involved?
- At what time did the incident occur?
- How many users are impacted by the incident?
- Complete description of the incident or the question
- Anticipate Provide Request Type, and severity.  
By Email, severity must be indicated in the subject

If no severity is specified, by default severity minor is applied

### 2.2. Incident severity

The severity qualifies the deterioration extent of the Product.

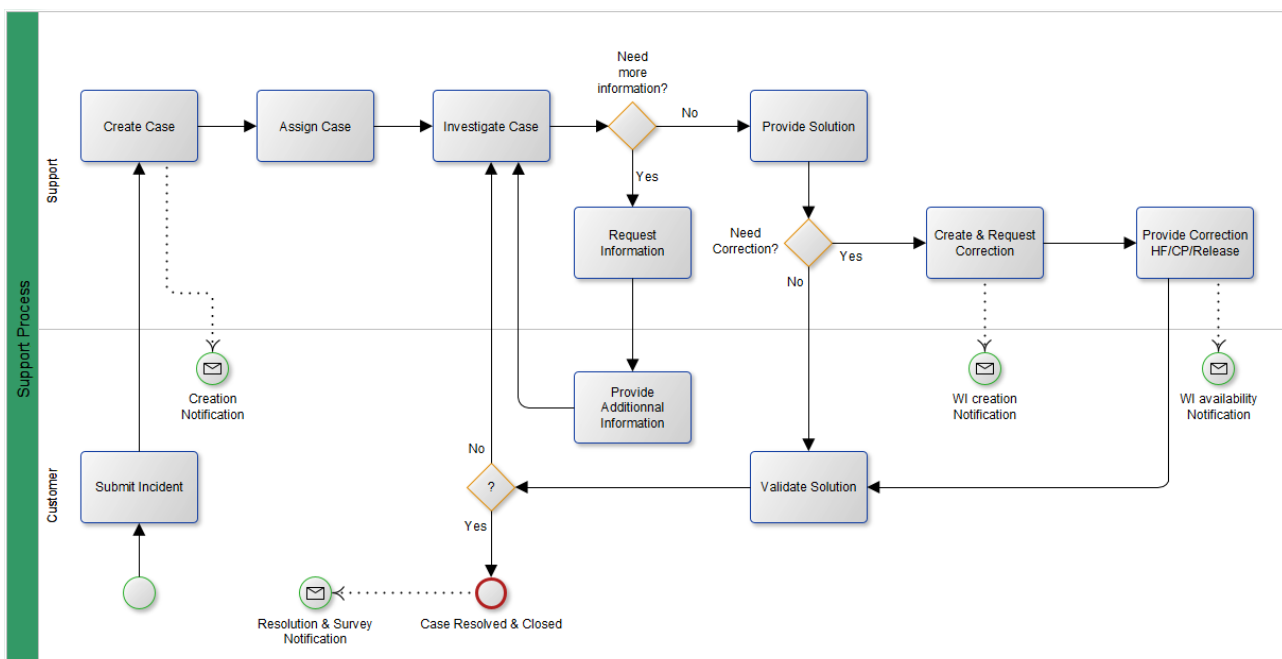
Severity	Description
Critical	Significant degradation of a functionality. Critical business impact.
Moderate	Moderate degradation of a functionality, work can reasonably continue in an impaired manner. Moderate business impact.
Minor	Minor degradation of a functionality. No business impacts.

### 2.3. Definitions

Term	Definition
Customization	Means any specific development or parameterization of the HOPEX Product which modifies its functioning according to a client's specific functional requirements. The modifications can relate to the data structure, screens, workflows, data access rules, interfaces requiring development, specific exports such as an intranet website or complex reporting requiring programming. Server configuration actions (SSO, LDAP, user management) and personalization made by users via the thin web client (such as display preferences, queries, standard reporting features) are not addressed as customizations, but only basic configuration actions of the standard Product.
Error	Means a behavior of the Product that is not conform to the Product Documentation. Any error should be reproducible, present clearly identifiable symptoms and generate functional consequences on the standard Product.
Workaround	Means any alternative operating mode to overcome an Error.

Incident	Means an event which is not part of the standard operation of the Product, and which causes or may cause disruption to the Client’s productivity or a reduction in the quality of the Product.
Question	Means a question regarding the general usage or standard configuration of the Product.
Case	Means the instance used by MEGA to follow an incident raised by the Client.
Maintenance and Support Services Applicability Period	Is defined in the relevant order form.
Maintenance and Support Services Unavailability Period or Outage	Means the time within the Maintenance and Support Services Applicability Period during which the Product is not available for Users.
Release	Means a new version of HOPEX, introducing new features or new solutions.
Fix	Means a modification of the Product, developed by MEGA to correct an Error. Fixes are usually gathered in a Corrective Pack or sometimes provided as a Hot Fix.
Corrective Packs (CP)	Means updates to make HOPEX more reliable. Corrective Packs can include security and performance improvements, plus Fixes. Each Corrective Pack is meant to improve a Long-Term Support release.
Hot Fixes	Means a Fix created and provided by MEGA outside the context of a Release or a Corrective Pack. Hot Fixes are typically addressing critical Errors. They are installable only over the latest Release.
Long Term Support (LTS) release	Means a release of HOPEX supported for the following periods: 27 months in Full Support + 9 months in Limited Support, regularly improved by Corrective Packs (CP’s).
Full Support	Means the period during which the Client is provided with the Maintenance and Support Services with functional changes, new functional features and products and Fixes.
Limited Support	Means the period, subsequent to the Full Support, during which the Client is provided only with Fix on Critical Incident.

## 2.4. Incident Management



After case created, Client is contacted.

Support is allocating appropriate resources.

Depending on the complexity of the Error, severity and support contract, if necessary, an escalation through Technical Support and product groups is planned.

Action plan may be provided.

Status	Description
Created	Case is Created, it is not yet assigned to an operator.
Processing	Case is assigned to an operator. Support is working and in charge of a diagnostic or a resolution. Support is able to replicate the error or has enough elements to work on a solution.
Customer Action	Support is requesting information & additional elements. Customer is expected to perform a test, provide additional description.
Resolved	Support has proposed a solution according to the case submitted by the customer. A solution can be: First solution (Work-around): MEGA informs the user of the diagnosis and of the solution proposed. Usually a work-around is proposed to avoid the error. If necessary, an action plan is proposed. The user is in charge of the solution implementation with the assistance of MEGA support. Case status does not change but a first resolution date is recorded. Or could be a different way of using MEGA products. Definitive solution (resolved): MEGA Support provides a solution integrated to the installation. A fix provided through a Release or a corrective patch. No additional fix is expected.
Closed	Support has proposed a solution. Customer agrees with the solution provided and is not waiting for an additional fix. Acceptance can be: Explicit (recommended) Implicit (no response within a week)

## 3. Appendix

### 3.1. Resource Access

MEGA [Community](#) offers a wide range of information, services and functionalities 24/7:

	Customer	Customer Support/Expert
Documentation	Consult/Download	Consult/Download
Forums	Consult	Consult/Contribute
Knowledge Base	Consult	Consult
Cases Create / Consult / Manage		Consult/Manage

### 3.2. Releases

Releases are provided in “agile” mode.

One Release is defined as Long Term Support (LTS).

LTS Releases :

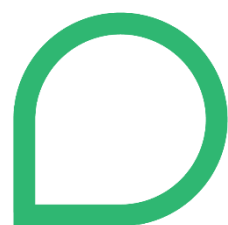
- Include New functionalities introduced by the previous agile releases.
- Are supported for 3 years (of which 9 months in limited support)
- Regularly provide improvements through Corrective Packs (CPs).

An agile release is supported until the next agile release is made available (CPs are not available)

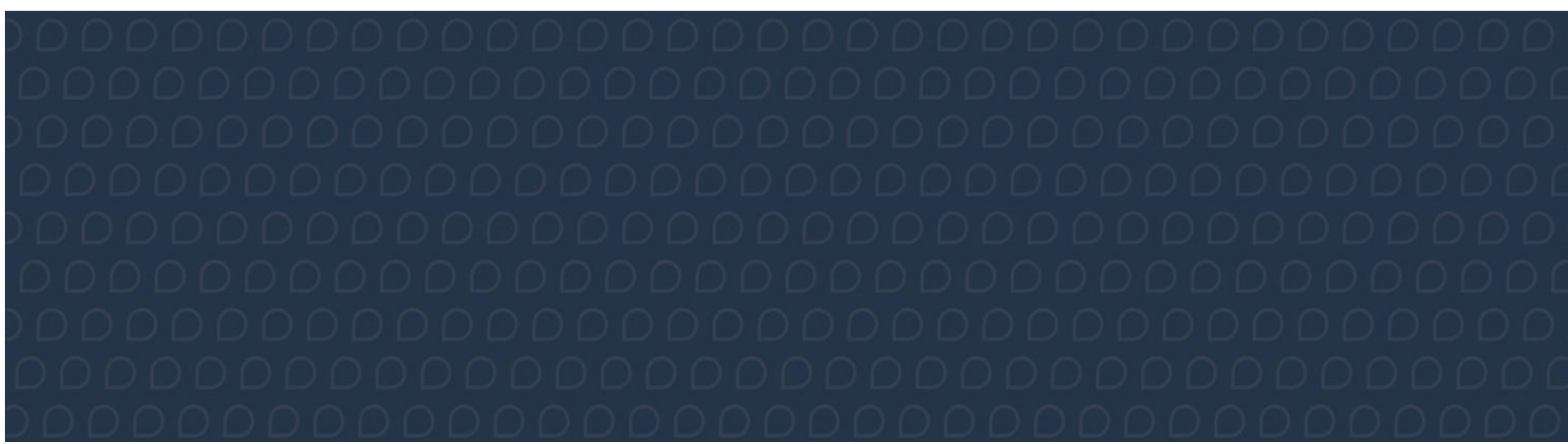
### 3.3. Dump report processing

To improve the quality and reliability of MEGA Products, an error report is setup. When certain errors occur, an automatic mail with technical attachments is generated and prompted to be sent. The customer can decide either to send it, cancel the mail. If you want to disable to automatic mail sending, please contact us.

Note that these mails are not considered as a request to open a case unless you specify your customer ID and additional details (context, operating mode...). On a regular basis, these mails are analyzed to identify recurrent errors. If an error is identified, a fix is made and will be available in a following version.



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