



Novell Technical Services (NTS) Quick Reference Accessing Latin America Support Center (LASC)

LASC access during business hours

Our customers and partners work with NTS by accessing the eService interface at:

→ <http://support.novell.com/eService>

Through this interface you can create, update or list your Services Requests (SR, formerly known as incidents) within NTS.

The initial response to a new SR will be within the maximum response time defined in your service agreement, within business hours, that is 9am to 6pm local time, with the exception of Brazil that will continue providing business hours answers from 8am to 8pm.

To learn how to use the eService interface refer to the eService Tutorial published at:

→ <http://support.novell.com/selfserv/help.html#la>

This tutorial will assist you in configuring a first login and getting started with the eService interface.

If you need more information about the technical support services or assistance in accessing the eService interface on the web, email us at the addresses below or call the closest Novell office in Latin America with your name, company, phone number, country and NTS Contact ID (if you have one).

→ In spanish, email to soporte@novell.com

→ In Portuguese, email to suporte@novell.com

<i>Country</i>	<i>Assistance Hours</i>	<i>Phone Number</i>
Brazil	9am to 12pm; 1pm to 5pm	+55-11-5505-4066
Mexico	8:30am to 12pm	+52-55-5284-2721
Venezuela, Puerto Rico, Dominican Republic and Central America	8am to 12pm; 2pm to 6pm	+58-212-277-8014
Colombia and Ecuador	8am to 12pm; 1pm to 5pm	+57-1-629-2969
Peru	8am to 12pm; 2pm to 6pm	+51-1-211-2609
Argentina, Bolivia, Chile, Paraguay and Uruguay	9am to 1pm; 2pm to 6pm	+54-11-4510-2624

LASC access after business hours

For emergencies needing technical support after business hours (serious system down or similar gravity issue), please contact the support center in USA, by:

→ Calling the Global Support Center at USA at 1-801-861-4000

→ Have your NTS Contact ID or Service Request numbers

→ You will need to speak in English

Access for Premium 3000, Premium 4000 and Premium 5000

The SRs for Premium 3000 to 5000 contracts can be created and managed electronically by following the directions in the eService Tutorial referred earlier in this document. The engineer assigned to your company will automatically receive the SRs created in this way, and you can follow-up directly with him.