

WAYS TO CONTACT SUPPORT



EMAIL

support@razor-tech.com



TICKET PORTAL

support.razor-tech.com



PHONE

610-233-1984



WHEN SHOULD I CALL? URGENT ISSUES (P1/P2)

Call 610-233-194 for urgent or time-sensitive issues.

- ✓ Unable to work due to system issue
- ✓ Multiple users affected
- ✓ Account lockouts preventing work
- ✓ Business-critical applications unavailable
- ✓ Security incidents or suspicious activity
- ✓ Disaster Recovery (DRaaS) activation requests
- ✓ Time-sensitive project or deliverables impacted



IMPORTANT: If you reach voicemail, leave a message. A ticket is not created until a voicemail is left.



WHEN SHOULD I EMAIL OR USE THE PORTAL? STANDARD REQUESTS (P3/P4)

Use email or the portal for standard requests and non-urgent issues.

- ✓ General technical support
- ✓ Software or hardware issues
- ✓ Access requests
- ✓ New user requests
- ✓ Questions about applications or systems
- ✓ Routine Moves, Adds, and Changes (MACs)
- ✓ Ordering requests



HELP US HELP YOU FASTER

When submitting a ticket, please include:



Your name



Best contact information



Description of the issue



Who is affected



Any error messages



Screenshots (if available)



Steps already attempted

Please submit one issue per ticket whenever possible.



SCHEDULING SUPPORT APPOINTMENTS

For issues that require scheduled assistance, Razor may send a TimeZest scheduling link that allows you to select an available appointment time that works best for you.



WE VALUE YOUR FEEDBACK

During and after support interactions, you may receive a brief customer satisfaction survey. Your feedback helps us:

- ✓ Improve service quality
- ✓ Recognize exceptional team members
- ✓ Enhance communication and response times