

Technical Support

- EN
- FR

The 3DS OUTSCALE Technical Support is available to help you in your everyday tasks and answer your questions.

The following topics are discussed:

- [Operating Hours](#)
- [Support Requests](#)
- [Service Level Agreement](#)

Operating Hours

3DS OUTSCALE provides 24/7 customer support, with Level 1 monitoring and possible escalation to Levels 2 and 3.

Support tickets at Level 2 are processed only during business days between 8 a.m. and 8 p.m.

Support Requests

A support request can be submitted through different means, in English or French:

- Web: <https://support.outscale.com> (prior registration needed; your account on this interface is distinct from your TINA account)
- Email: support@outscale.com
- Phone: 0826 206 307 from France, +33 1 53 27 52 70 elsewhere.



Once you receive a ticket number, use this number in all your exchanges with the support.

Open one ticket per issue rather than one ticket combining multiple issues.

When opening a new support ticket, you must provide the following information:

- The **Region** (for example, eu-west-2)
- The **account ID** or the email of the account
- The **timestamp** of the incident (preferably in UTC)
- If applicable, the **IDs** of the resources concerned, the tools used and their versions, etc.
- In addition, for a network issue:
 - The **source IP**
 - The **destination IP**
 - The result of this command (launched from the source machine):

```
$ mtr -c 100 from IP_DESTINATION
```

- In addition, for an IOPS issue:
 - The **volume ID**
 - The **instance ID**
 - The result of this command (launched from the source machine):

```
$ fio --name fio_test_file --direct=1 --rw=randwrite --bs=16k --size=1G --numjobs=16 --time_based --runtime=180 --group_reporting -norandommap
```

Service Level Agreement

The Service Level Agreement (SLA) of our support is described in Appendix A SLA9 of our [General Terms and Conditions of Sales](#).