

You can log a support request with Space-Time Research Customer Support by any of the following means:

Method	Availability	Region	Contact
Email	24x7x365	All	support@spacetime.com
Web Portal	24x7x365	All	Self-Service log in to Space-Time Research Support
Phone	Business hours, Melbourne Local Time	Australia	1800 138 385
		New Zealand	0800 448 774
		All Other Locations	+61 3 9615 5288

When describing your request, please specify the following information to help us provide fast and efficient service:

1. The **business impact and context** of the request. This should be stated as a **severity level** as per this table:

Severity Level	Severity Description	Response Per Severity
Severity 1	A critical, high-impact issue (typically a product is inoperable) resulting in a major disruption to key business operations. A workaround or fix is either not available or has not yet been identified.	Response within one business day
Severity 2	A major issue that results in a significant disruption to the current business operation. The product, however, generally remains operable.	Response within two business days
Severity 3	An issue that does not prevent system operation. An acceptable workaround is available or a workaround is not required.	Response within four business days
Severity 4	Use of the SuperSTAR solution is unaffected. Generally covers requests for information, software and key requests, and most requests for new product features and enhancements.	Response within five business days

2. The SuperSTAR software version in use.
3. Details of the server and client environments, such as operating system and patch level.
4. Exact copies of any error messages you have received (cut and paste or screenshot).
5. The timing and frequency of the issue.
6. The steps needed to reproduce the problem.
7. Details of recent changes to your system environment.
8. The sample database or files that can be used to reproduce the issue (preferably using one of the SuperSTAR sample databases).
9. If your organisation has an issue tracking system, then its relevant case number.

All requests will be assigned a case reference number. If the request is lodged via email or through the web portal, an automated response will be provided with a unique support request reference number. If you lodge a support request via telephone, you will be advised of the reference number during the call. Please note your number and state it when making any future contact with Space-Time Research on the same matter.



For further information, please refer to the *Customer Support Guide*