

BarTender Premium Support Guide

For BarTender customers with any **currently supported** BarTender version on Premium Maintenance and Support, Technical Support is available 24x7x365 with a first reply time Service Level Target (SLT) of one (1) calendar hour* for Urgent Issues, according to the priority level definitions listed below.

How to contact Technical Support

1. Visit our [Support Site](#).
2. Enter and validate your Support Number to activate all Premium support contact methods shown below.

Contact Support


Check your support plan

Enter your support number below and click "Check status" to see what contact methods are available to you based on your maintenance plan.

We offer technical assistance on currently [supported versions](#) of BarTender.

+ Available contact channels based on your support plan

+ Where's my support number?

 [Check status](#)

 This product is eligible for [premium support!](#)

3. Choose the available contact channel. Availability of contact channel options will automatically display based upon the time of day.



Email

Email works best when you have complex questions and don't need an immediate response.

Available as part of your premium plan



Phone

Calling us works best for troubleshooting complex issues that need immediate attention.

Available as part of your premium plan



Chat

Our chat tool has automatic translation, but works best for simple problems and questions.

Available as part of your premium plan

4. For Urgent Priority Level issues, we recommend the following options for contacting us:
 - a. Select the **Phone** option to check which office is available and call us (*available during business hours*).
 - b. Select the **Chat** option and initiate a chat inquiry with us (*available during business hours*).
 - c. Select the **Email** option and fill in our web form (24x7x365).

In order to receive a guaranteed one (1) hour first response time at the provided email address, make sure to:

- i. Fill-in every field.
- ii. Enter your Premium Support validated Support Number (it will automatically fill if you validated your Support Number in step 2).
- iii. Select **Urgent** for the Business Impact of your issue.

Priority level definitions

Urgent / “Business Critical”

The highest priority. This status represents a complete loss of service or a significant feature that is completely unavailable.

This status only applies to BarTender installations already running in production and will not be applied to development issues or problems in staging environments.

High / “Degraded Service”

This status includes intermittent issues or a significant feature that is partially unavailable.

This status only applies to BarTender installations already running in production and will not be applied to development issues or problems in staging environments.

Normal

This status includes product questions, feature requests and issues that do not affect production.

Low

This status includes routine questions and minor usability issues.

*Visit [Availability and Channels for Support](#) for further information and conditions on our time targets, support channels and availability.

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