

BY PHONE

US Support	603-427-6400 (Additional languages spoken: Spanish, Portuguese)
Daylight Support (US) (EMEA)	603-766-6801 +44-(0)208-481-6633 (ID 2226)
EMEA Support (London)	+44-(0)208-481-6622 (Additional languages spoken: French, German, Italian, Spanish, Arabic, Polish, Russian)
APAC Support (Singapore)	65-6735-5988 (Additional languages spoken: Mandarin, Cantonese)

BY INTERNET - ESUPPORT

An alternative to calling in non-emergency issues is to utilize Newmarket International's customer web portal. From your web browser you can easily create, update and monitor cases. Additionally, you can use the portal to search for solutions to commonly asked technical questions. To obtain a portal account or to login to the portal, go to the Support section on the www.newmarketinc.com web site, and click on the 'Customer Portal' link.

BY EMAIL

You can contact Newmarket International Support for non-emergency issues by sending an email to one of the addresses below (depending on your global location). Please ensure that the questions below in the "Reporting Cases" section of this document are answered in the body of your email.

US Support	support@newmarketinc.com
EMEA Support	supportuk@newmarketinc.com
APAC Support	supportsg@newmarketinc.com
Daylight Support	daylightsupport@newmarketinc.com

SUPPORT AVAILABILITY

Support from Newmarket International is available 7 days a week, 24 hours a day, 365 days a year.

- APAC Support office: 7am - 6pm SST, Monday through Friday.
- EMEA Support office: 6am - 6pm GMT, Monday through Friday.
- US Support office: 7am-9pm EST, Monday through Friday, and 9am-5pm EST on Saturday
- US Daylight Support: 8am-8pm EST, Monday through Friday

Outside of staffed hours, a message will give instructions on contacting the Support Technician on-call.

REPORTING CASES

Providing the following information at the onset of contacting support will assist us in resolving your cases as quickly as possible:

1. What is the exact error message, problem or question?
2. Which Newmarket application and where in the application did the problem occur?
3. What was the user doing when the issue occurred (provide as much detail as possible)?
4. Is this a problem on all PCs or just one?
5. Does the problem follow the user to other PCs or is it isolated to one PC?
6. Can the user duplicate the error or problem?
7. If the user closes the application and launches, or reboots their PC, does the error or problem go away?

ESCALATION

If you are in need of escalation regarding a support case, please contact Newmarket Support using one of the numbers above and request to speak with a Support Supervisor or Support Manager. You can also contact our Customer Care department at 603-427-5888, or email us at customer@newmarketinc.com.

