



Support Priority Levels & Definitions

SMA Technologies Technical Support team is here when you need us. Our normal business hours are Monday – Friday, 8AM-5PM Central Time.

As an OpCon customer you have complete access to a reliable team of technology professionals who have the knowledge and experience you require, supported by a commitment to reliable service and customer care. We understand the urgency that drives your need for support. Below are our Support Priority Levels and Definitions:

Priority 1 – 24 hours a day/seven days a week

- Production OpCon environment down and unable to process any jobs
- Response Time: 1 Hour

Priority 2 – 24 hours a day/seven days a week

- Production jobs are failing, with no workaround for the failed jobs
- Response Time: 2 Hours

Priority 3 – Available during normal business hours only

- Production jobs failing, and customer has a viable workaround in place
- Response Time: 3 Hours

Priority 4 – Available during normal business hours only

- Routine support for all customer environments
- Response Time: 1 Business Day



SMA Support Contact Information - US

Toll-Free: 1-877-363-2305

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