Quick guide to request support

Recommendations

Urgent:

Use:
pas.aspl.es

General:

soporte@aspl.es o
pas.aspl.es

Message

If you call out of bussiness hours leave message ALWAYS.

It will be received by all on call technicians

Precise:

Be precise. Give IP, detailed error message, what fails, from where..

Balance if is urgent.

Contacts at your service

Tech support

→ Urgent tech support

→ General tech support

Billing, accounting and payments

Urgent support (24x7)

Contact: https://pas.aspl.es
Phone: 91 134 14 22 (L-V 09:00 - 18:00)

> Out of bussiness hours leave ALWAYS message.
> It will be received by on call support..

Response: Inmediate, continuous

General support

Contact: soporte@aspl.es
https://pas.aspl.es
Phone: 91 134 14 22 (L-V 09:00 - 18:00)

> Out of bussiness hours leave ALWAYS message.
> It will be received by on call support..

Response: continuous, according to issue

Billing and accounting

Contact: gestion@aspl.es
Phone: no phone (company policy)
Response: Bussiness hours, avg 24 and 48 hrs

For user data protection, tracking and change recording all requests are handled and documented by mail.

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