

Technical Support

<https://campus.barracuda.com/doc/93882973/>

Contacting Barracuda Networks Support

Support Basics

Contacting Support

Phone

- Fast
- Call Transfer
- Efficient

Live Chat

- IM Platform
- Chat with Contact Centre

Online Portal

- Create and manage cases
- Communicate via the Portal

Email

- Convenient
- Best for lower priority issues



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Videolink:

<https://campus.barracuda.com/>

Details can be found here: [Contacting Barracuda Networks Technical Support](#)

The transcript is available for download here: [Transcript - Contacting Barracuda Networks Support](#)

Barracuda Subscriptions

Subscriptions

Enhanced Support

- Enhanced support is included with a SaaS solution or Energize Update subscription
- 24x7 technical support via phone, live chat, online portal and e-mail.

Premium Support

- 24x7x365 technical support for mission-critical environments
- A dedicated Premium Support Manager
- Team of highly-skilled technical engineers provide fast solutions to high-priority support issues

Professional Services

- Comprehensive onsite and remote services
- Accelerate implementation and maximize the effectiveness of your Barracuda solutions

Hardware Support

- Hardware warranty - Included with all hardware purchases, guarantees that up to one year from delivery.
- Instant Replacement – If your Barracuda product fails, Barracuda ships a replacement unit on the same or next business day.

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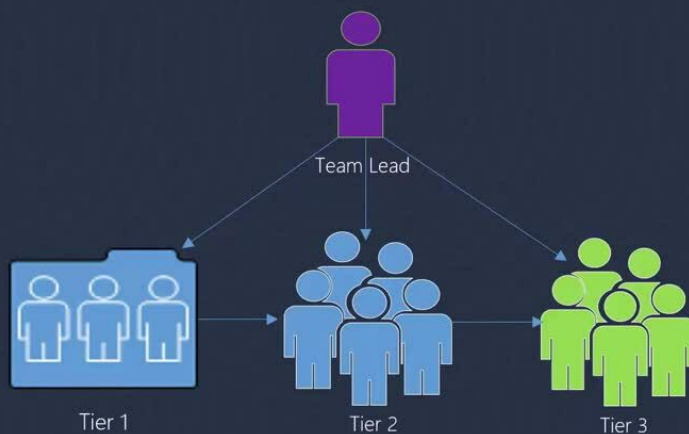
<https://campus.barracuda.com/>

Details can be found here: [Support Plans and Packages](#)

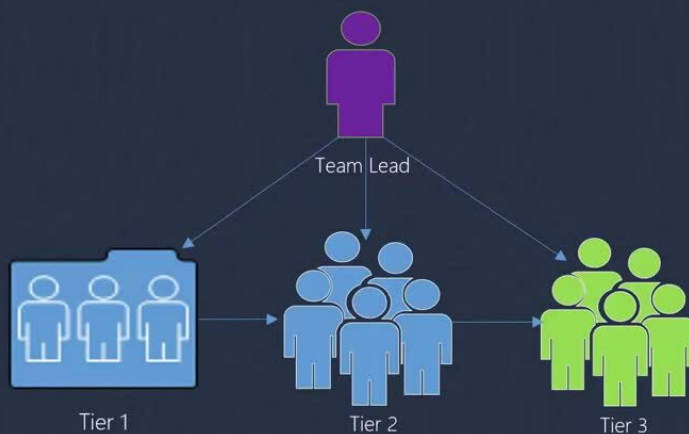
The transcript is available for download here: [Transcript - Barracuda Subscriptions](#)

Barracuda Networks Support Structure

Support Product Team Structure



Support Product Team Structure



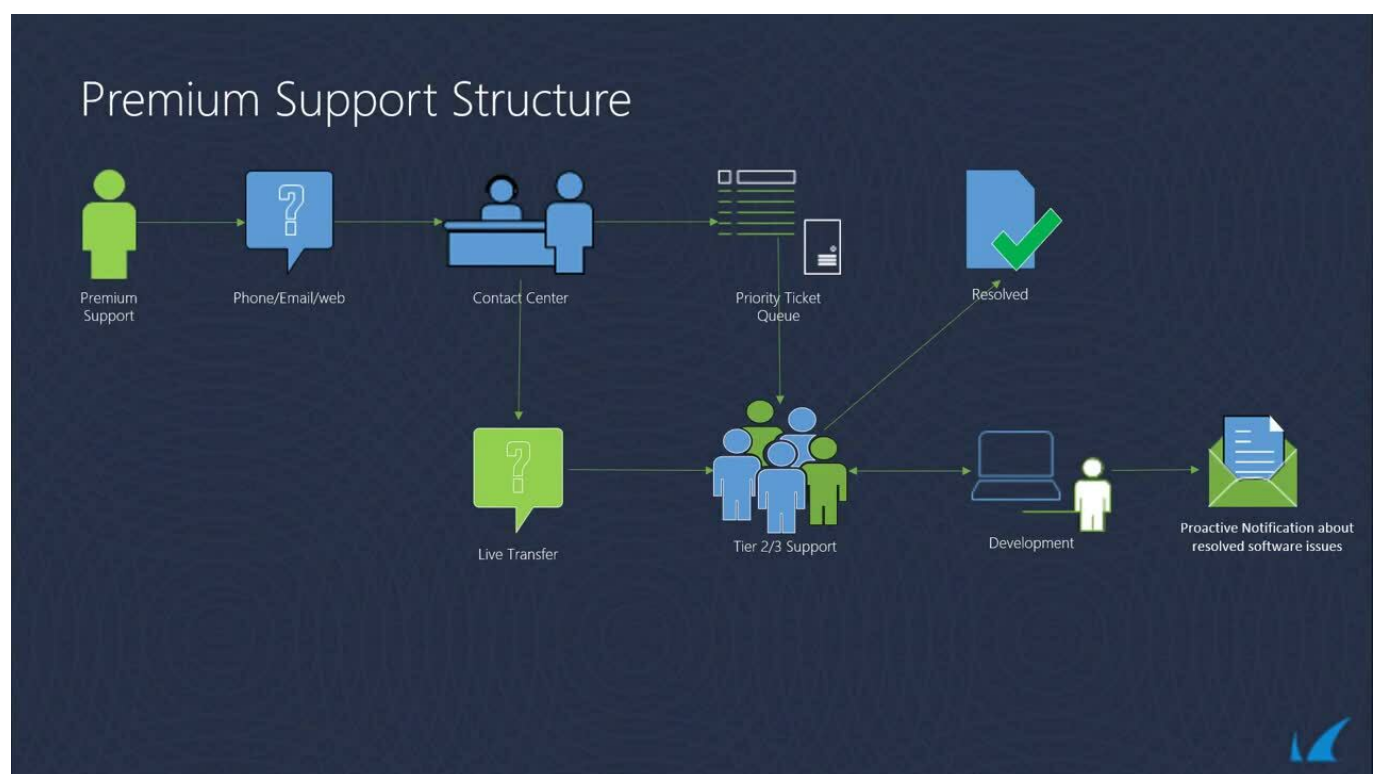
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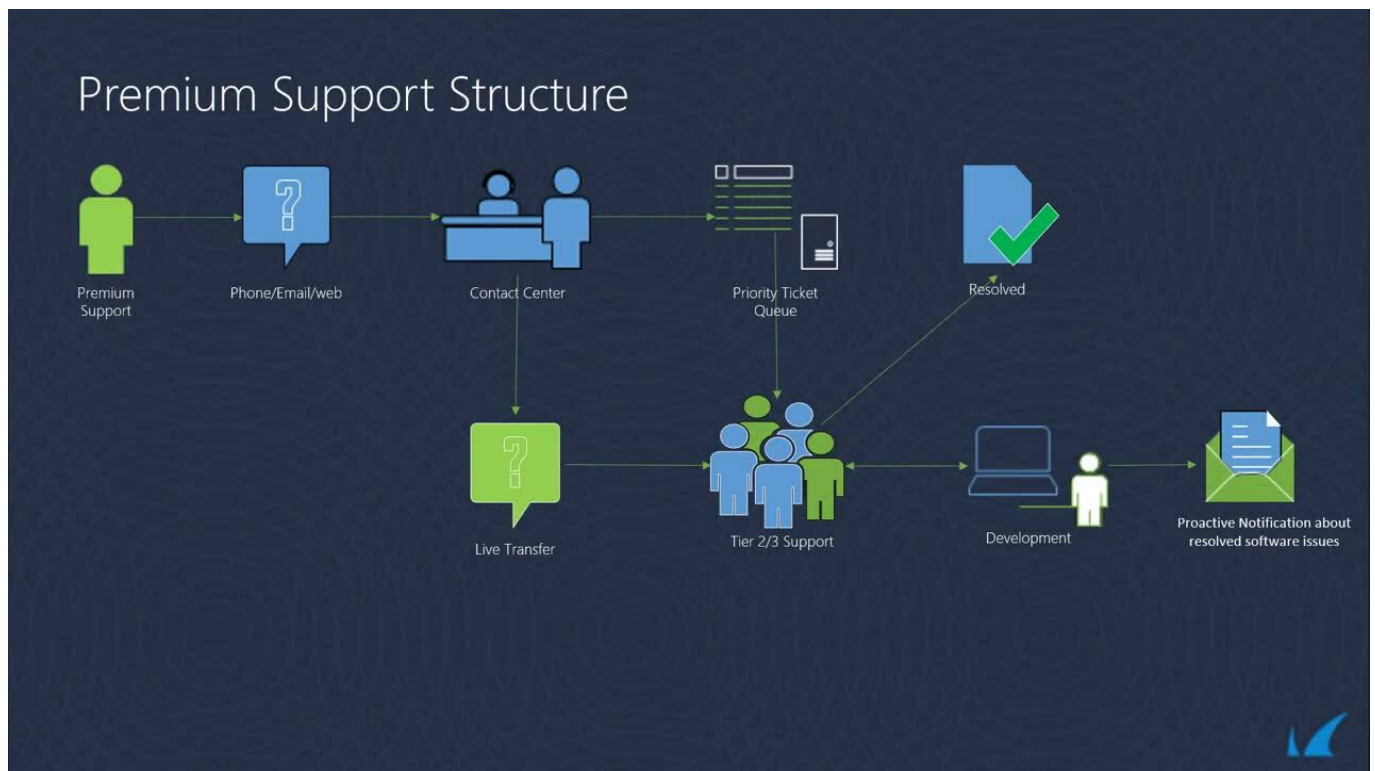
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Details can be found here: [Support Structure](#)

The transcript is available for download here: [Transcript - Barracuda Networks Support Structure](#)

Barracuda Premium Support





Videolink:

<https://campus.barracuda.com/>

Details can be found here: [Premium Support](#)

The transcript is available for download here: [Transcript - Premium Support](#)

Customer Satisfaction

Customer Satisfaction

"Your support experience matters"

How satisfied are you with us?

| | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Amount of time you had to wait before speaking with a technical support representative? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
| | Satisfied | | Neutral | | Dissatisfied |
| Amount of time it took the support representative to resolve your issue? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
| | Satisfied | | Neutral | | Dissatisfied |
| Support representative's knowledge and ability to provide clear answers to your questions? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
| | Satisfied | | Neutral | | Dissatisfied |
| Support representative's ability to understand the nature of your problem? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
| | Satisfied | | Neutral | | Dissatisfied |
| Support representative's professionalism and politeness? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
| | Satisfied | | Neutral | | Dissatisfied |
| Support representative's ability to resolve the problem to your satisfaction? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
| | Satisfied | | Neutral | | Dissatisfied |
| Support representative's follow through on any commitments that were made to you? | 5 <input type="radio"/> | 4 <input type="radio"/> | 3 <input type="radio"/> | 2 <input type="radio"/> | 1 <input type="radio"/> |
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Give us some feedback

Your overall satisfaction with the technical support services you received.

(Max Limit - 2000 characters)

Are you satisfied with your product?

Yes ☐ No ☐

If your answer is "No," please explain why.

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Figures

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