

Guide to Barracuda Support

Barracuda offer **award winning support** services for all their customers and can be reached 24x7 through a variety of methods. This is your guide on how to quickly reach out to receive the assistance you require.

Methods of contact

PHONE	ONLINE PORTAL	LIVE CHAT	EMAIL
<ul style="list-style-type: none"> • Fast • Efficient • Best for urgent/high issues • Use to trigger Premium Support SLA 	<ul style="list-style-type: none"> • Create and manage cases • Communicate within the community • Best for non-critical issues 	<ul style="list-style-type: none"> • IM Platform • Chat with the Contact Centre for triage • Good for non-critical issues 	<ul style="list-style-type: none"> • Convenient • Best for low priority questions • Good for adding information to a case raised by phone

Information to provide

SERIAL NUMBER	CONTACT DETAILS	SUPPORT TUNNEL	CONTACT VERIFICATION
<ul style="list-style-type: none"> • Required to identify your product • Required to validate your support subscription • Identifies the account and contacts associated 	<ul style="list-style-type: none"> • Full name • Company name • Phone number • Email address 	<ul style="list-style-type: none"> • Required for troubleshooting on certain products 	<ul style="list-style-type: none"> • An existing contact on an account can request new authorised contacts added • This should be updated regularly as unauthorised contacts cannot raise tickets

EMEA Support Office

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