



## QUICK REFERENCE CARD

# NetApp Customer Escalation Engagement



## Escalate Your Support Case

If you are not completely satisfied with how our technical support team is handling your case, select one of the following options below to escalate your case to a NetApp Support Duty Manager.

### Critical escalation issues



Call NetApp Support and [select prompt to engage](#) with the Duty Manager.

- US and Canada: +1 888 463 8277
- EMEA and Europe: +800 44 638277
- Asia and Pacific: +800 800 80 800

### Non-critical escalation issues



On [mysupport.netapp.com](https://mysupport.netapp.com), click on [Escalate this case to the Duty Manager](#) to send an email to the Duty Manager.



On [mysupport.netapp.com](https://mysupport.netapp.com), click on [Chat about Escalating this case](#) to chat\* with the Duty Manager.

“ I would like to extend my thanks for the phenomenal support your team provided to our company during a critical update. Through your accurate and timely communication & collaboration your support team was able to deliver the best possible outcome.

Thank you!

”

Multinational IT equipment and services company Japan

NetApp® Support

I need support on...

PRODUCTS ▾ SYSTEMS ▾ DOCS & KNOWLEDGEBASE ▾ COMMUNITY ▾ DOWNLOADS ▾ TOOLS MY CASES PARTS ▾

My Cases > Case Details

Case Details

[Escalate this case to the Duty Manager](#) [Request to speak to an agent about this case](#) [Chat with an agent about this case](#) [Chat about Escalating this case](#)

Provide contact information and we will call you

\*Secure customers MUST submit an escalation request via online case or phone. Escalating via chat is not an option for Secure customers given the level of security required for these customers.