



*Web based support  
tailored to Alliance Lite  
customers*

## Benefits

- Service provided globally 24x7
- Follow the sun support model with regional support centres in EMEA, Asia-Pacific and Americas
- Online support on [www.swift.com](http://www.swift.com)
- Unlimited support by e-mail and web
- Three months free telephone support – extension option
- Reporting
- Support is bundled with your Alliance Lite subscription

## Standard

### Global 24x7 web based support for Alliance Lite Customers

SWIFT provides a variety of support offerings tailored to customers' needs.

Standard support addresses the needs of Alliance Lite customers.

Standard support provides 24x7 web based access to SWIFT expertise in our regional support centres.

It includes unlimited e-mail and web support, as well as three months

telephone support from the activation date of Alliance Lite.

Customers have an option to purchase unlimited telephone support at a yearly fee.

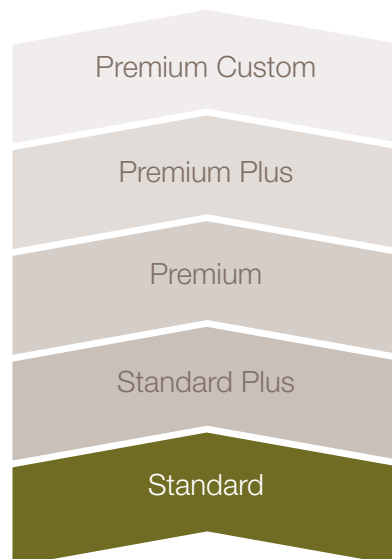
## Offering

### Call and Problem Management

#### Online Support

Standard support gives you access to a number of self-service facilities on [www.swift.com/support](http://www.swift.com/support). These facilities include:

- Knowledge Base  
A comprehensive database of information that helps you find answers to technical questions and obtain guidance to resolve problems.
- [swiftcommunity.net](http://swiftcommunity.net)  
A support forum for sharing experiences and solutions with other customers.
- Download centre  
A platform for downloading the latest version of AutoClient.
- Billing information  
A service for accessing up to 12 months of billing information.
- Manage your profile  
A central page where you can maintain your own contact details, such as your e-mail address and your operational role, as well as information related to your organisation. This allows SWIFT to have access to your latest contact information and to notify the appropriate individuals if a problem arises.



## Regional Support Centres

As an alternative to using the self-service facilities, you can contact one of the regional support centres in EMEA, Asia-Pacific and Americas.

Our support centres are available 24 hours a day, 7 days a week, ensuring round-the-clock support coverage. Each contact initiated with the support centre is allocated a unique case number to ensure timely follow-up and response by our qualified staff.

You can access our support centres through the following channels:

- E-mail  
You can interact with SWIFT experts through e-mail, either to initiate a new problem report or to provide evidences to an existing case.
- Web  
As an alternative to e-mail support, you can report your query online by using the case manager facility on [www.swift.com/support](http://www.swift.com/support).

### Benefits of case manager

- As soon as you submit your query, it is recorded as a case and it is visible to our qualified staff.
- You and your institution are immediately identified at SWIFT.
- You can update and monitor the progress of your case, in real time.
- You are notified by e-mail of any significant changes made to your case.
- You have access to all cases, even cases reported through other channels.

- Telephone  
You receive three months free telephone support from the activation date of Alliance Lite.

If you require unlimited telephone access, the option is available at a yearly fee. For more information, please consult [www.swift.com/ordering](http://www.swift.com/ordering)

## Reporting

SWIFT publishes reports and information about connectivity problems, service incidents, planned changes, business continuity weekends, and scheduled network downtime. The latest operational status of the Alliance Lite service availability is displayed in real time, together with fallback and recovery information. The information is available on [www.swift.com/support](http://www.swift.com/support).

Subscribe to receive operational status notifications by e-mail  
Using your profile on [swift.com](http://swift.com), you can subscribe to receive operational status notifications by e-mail.

## Access

To access and use Standard support, you must register for the service on [www.swift.com](http://www.swift.com).

As soon as you register you receive your personal support registration card and registration number. This number is required when calling the regional support centres. It allows our analysts to serve you in a personalised way without further delays.

*For more information about Standard support and its related services, please contact your regional support centre or visit [www.swift.com/support](http://www.swift.com/support).*