

## Information regarding the 7x24 Service Desk of Open Networks (ON)

### 1. Monday-Friday (except public holidays in Austria) between 8am and 18pm:

- **General Email:** [support@ong.at](mailto:support@ong.at)
  - for F5 support cases use [f5-support@ong.at](mailto:f5-support@ong.at)
  - for Cisco support cases use [cisco-support@ong.at](mailto:cisco-support@ong.at)
  - for Isarflow support cases use [isarflow-support@ong.at](mailto:isarflow-support@ong.at)
  - for Barracuda support cases use [barracuda-support@ong.at](mailto:barracuda-support@ong.at)
- **Phone:** +43-800-102380

### 2. Saturday, Sunday, public holidays in Austria and between 18pm and 8am:

- **On-call duty phone:** +43-800-102380

### 3. Escalation Contacts:

These escalation contacts are automatically contacted by our On-call duty number in case of technical problems or unavailability. They are for your information only.

- **Escalation 1:** DI (FH) Florian Pressler (Director Engineering)  
[fp@ong.at](mailto:fp@ong.at) und +43-664-88445030
- **Escalation 2:** DI (FH) Daniel Knözinger (Managing Director)  
[dk@ong.at](mailto:dk@ong.at) und +43 664 9469789

In the event of a support case, please provide your maintenance contract number (if available) and/or the serial numbers of the affected devices.

Our services can also be provided outside the agreed service times or without a valid service contract. In In these cases, a extra flat rate and the Open Networks hourly rates will be charged on a time and material basis.

Find a detailed service description at: <https://opennetworks.at/service>