

### Production Priority 1 situations as defined by the ACI Worldwide Customer Support Guide:

- **The system is down and requires immediate attention**
- **The ACI application has failed completely, no transactions are being processed or critical functionality is not continually available**
- **A security vulnerability has/is being exploited, resulting in substantial monetary loss or data compromise**

Before opening a case, have your in-house support staff verify the following points to ensure that your issue is appropriate for ACI HELP24 support:

- Network communications to the system have been validated
- Hardware has been eliminated as a possible failure point
- Recent changes have been thoroughly reviewed such as operating system, changes to security, etc.

### Reporting a Priority 1 issue:

1. Log into the eSupport Portal. To ensure prompt service for a Priority 1 case, please submit this incident as a Priority 2. Call the HELP24 contact center to escalate and note the case number. Include specific detailed information in the case to help resolve your issue faster, i.e. error code messages, log files, screenshots, etc. The HELP24 eSupport site can be accessed via the ACI Worldwide website at the following url:  
<http://www.aciworldwide.com/support>.



Tips: If you don't have an eSupport account, you can 'Request a logon' via the link on the HELP24 eSupport PORTAL page.

2. Call in your Priority 1 case to: +1.866.494.4255. You can also find a list of additional local numbers located at the bottom of the ACI Universal Payments Support page <http://www.aciworldwide.com/support>.
3. Provide the following information when opening your case:
  - a. Your name, call back number and email address
  - b. Your company name
  - c. The Priority 2 case number (if applicable)
  - d. If a case was not previously created in eSupport, please provide the ACI product name and a brief description of the issue. Provide specific information to your issue to assist the analyst in resolving the issue, i.e. error code messages, log files, screenshots, etc.

### Opening a case and priority classifications

It is very important to correctly classify a case. Every issue should NOT be opened or reported as Priority 1. Please correctly classify your case to assure proper assistance.

### Priority 2 situation

- A serious incident occurred in the production environment, such as settlement failure
- The application is running, but a problem or failure exists
- Situation impacting some customers but not all customers