



# Get More from Your Software with the Right Support



Your TeamViewer product is designed to help you run a more efficient and profitable business. When you choose the right support options, you lock in all those benefits and keep things running smoothly. Read on for more information about all the ways you can receive support for your TeamViewer products.

## Standard customer support for licensed users

We always seek to resolve any problems you may have as quickly as possible according to the support option you have purchased.

Sometimes, however, support requests come in waves. This can cause response times to vary. The support package and country you are in can also affect response times.

For companies that require even faster support, a **Service Level Agreement (SLA)** is an excellent option. With an SLA, you get a dedicated contact at TeamViewer and guaranteed response times.



## Use self-service to quickly accomplish common tasks

### Customer portal

Remote Access, Business, Premium, and Corporate customers can access our [Customer Portal](#). This self-service option makes it quick and easy to manage your TeamViewer subscriptions.

- Change billing details, payment methods, and contact information
- View, download, and pay invoices
- Manage and upgrade your subscription plans

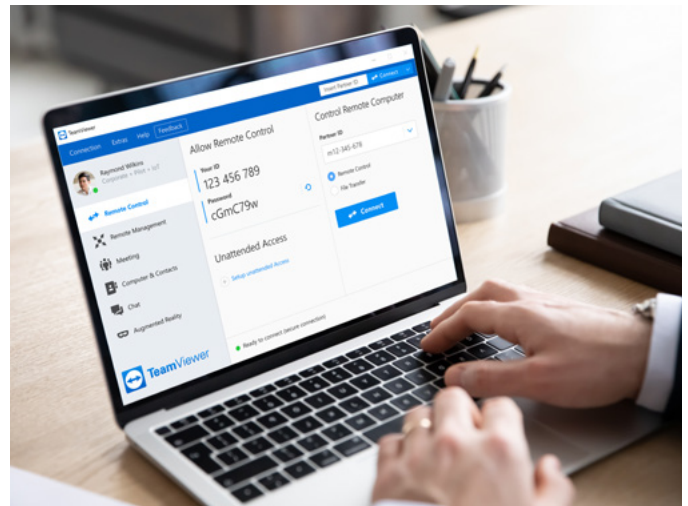
### Connect with our community & use the knowledge base

The TeamViewer Community <https://community.teamviewer.com> is the perfect place to exchange knowledge and interact with other users. Customers and anyone who is interested in TeamViewer are welcome to participate.

You can also download documentation and manuals at <https://www.teamviewer.com/en/documents/> to learn more about using our software.

### Check status and get updates

TeamViewer actively monitors the availability of its services. In the rare instance that something affects many of our users at once, you'll see it on our status page <https://status.teamviewer.com>. You can subscribe to this page to get updates on scheduled maintenance and receive notice of any unexpected interruptions.



## Reach out to us

To resolve your issue as quickly as possible, we need to understand the exact situation. You can help by providing the essential information with your support request. (TeamViewer product name and account ID, a short description of the problem, log files, screenshots, etc).

Sometimes we will ask for log files or additional system information to forward to our engineers. We will keep your data confidential according to our privacy policy <https://www.teamviewer.com/en/trust-center/world-class-privacy/>. The faster you provide the information, the quicker we can resolve the issue.

In some cases, we may also need remote access. We will explain everything over the phone first. And don't worry, we always obtain consent before we access a system. The user also needs to be present during the remote support session.

## Live chat

If you need quick assistance, just use the chat box on our website. Our support team is ready to answer your questions and resolve any issues you may be experiencing.

## Support ticket

You can also create a support ticket <https://www.teamviewer.com/en/customer-support/support-enquiry/> using your licensed TeamViewer account. This helps us respond with the correct information faster. Once you submit the request, you will receive an email confirmation containing your ticket number.



## Phone

You can call our support team on the phone <https://www.teamviewer.com/support>. If you've also submitted tickets online, be sure to let us know the ticket numbers. This helps us access all the relevant information.



## We listen – in the language you prefer

Our multilingual team offers support in more than 25 languages (including English, German, French, Spanish, Italian, Polish, Chinese, Turkish, and many more).



## Support availability

Our support is available on business days from 8 am to 6 pm. On December 24<sup>th</sup> and December 31<sup>st</sup>, standard support for licensed users is not available. If you have purchased a **Service Level Agreement**, however, you can access support at any time.

## Get premium support with a service level agreement

For customers who have purchased a service level agreement (SLA 24x5 or SLA 24x7), we guarantee availability of 99.9% and initial response times according to the severity level. You will receive a dedicated contact within TeamViewer’s support team (with email address, phone number, and a unique PIN for your requests). Our Premium SLA Support is known for personalized assistance and the ability to quickly resolve even the most complex situations.

Just contact your account manager or **call us** to get more information on our Premium SLA Support.

## Take advantage of professional services & training

TeamViewer software is extremely flexible and can accommodate practically any use case out of the box. You may however need to integrate with legacy systems or implement custom features. In such cases, it may be possible to customize your TeamViewer product – for instance via API-based development. TeamViewer also offers remote or on-site training in many countries (subject to separate agreement). For more information, please visit <https://www.teamviewer.com/en/product-training/>.

	Premium Service			
	Standard Customer Support	SLA 24x5	SLA 24x7	
<b>Support Hours</b>	8 am – 6 pm	24x5	24x7	
<b>Community &amp; Knowledge Base</b>	✓	✓	✓	
<b>Phone</b>	General hotline for licensed users (Remote Access excluded)	Unique SLA phone number + PIN	Unique SLA phone number + PIN	
<b>Chat/Ticketing System</b>	✓	✓	✓	
<b>Priority SLA E-mail Contact</b>	✗	✓	✓	
<b>Dedicated Contact for SLA Setup</b>	✗	✓	✓	
<b>Response Time</b>	48 – 72 hours	Guaranteed 1 <sup>st</sup> response based on severity level	Guaranteed 1 <sup>st</sup> response based on severity level	
<b>Severity Levels</b>	✗	✓	✓	
<b>Uptime Guarantee</b>	✗	✓	✓	
<b>Additional signed SLA Contract</b>	✗	✓	✓	
<b>Service Credits for Breaches</b>	✗	✓	✓	
<b>Severity</b>	Very High	High	Medium	Low
<b>Initial Response Time</b>	1 Hour	2 Hours	4 Hours	8 Hours

Please refer to your End User Agreement <https://www.teamviewer.com/eula> and any other applicable agreement such as a Service Level Agreement for specifics on the support available to you.

## About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

## Contact

[www.teamviewer.com/support](https://www.teamviewer.com/support)

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## Stay Connected

[www.teamviewer.com](https://www.teamviewer.com)