

# Global Helpdesk Quick Guide (Contacts and Process)

**Highlights:**

- Tollgrade maintains an ongoing commitment to our customers through a 24x7 Customer Support Team that provides technical assistance on all Tollgrade products and Solutions.
- Tollgrade’s Global Helpdesk will create a Service Request (SR) and route the case to the appropriate Tollgrade product expert.
- Request for hardware repair or replacements (RMA) will be authorized by a Tollgrade Technical Support Engineer through a customer initiated service request.
- Tollgrade's Professional Services Team is your single point of contact, offering a variety of options to support the planning, implementation and on-going management of evolving network and operational needs.

**Contact Process:**

