



Security made simple.

## Sophos Platinum Support Quick Reference Guide

As a **Sophos Platinum Support** customer - our highest level of support - you benefit from true 24-hour support provided by a globally managed team every day of the year. You can contact our engineers for one-to-one support by telephone, email or web, and access thousands of technical articles via our Knowledgebase on [sophos.com](http://sophos.com).

Our Technical Support organisation operates from support centers in Australia, Canada, France, Germany, Japan, Italy, Singapore, UK and USA.

All Sophos Licenses purchased via SWGfL's UK Schools Software Purchasing Portal

<https://www.phoenixs.co.uk/swgfl-sophos/> include Platinum Support.

To access support customers must register on the SophServ website

<https://www.phoenixs.co.uk/swgfl-sophos/help.aspx>

### Severity Levels Defined

Severity is the definition of the issue based on the actual technical problem and the impact on the customer's business.

Severity	Description
Critical	Causes a complete loss of service.
High	Causes a significant loss of service and no acceptable workaround is available.
Medium	Causes no loss, or only very minor loss, in service.
Low	A general question or concern.

### EMEA 24/7 Platinum Support options:

#### 24/7 Telephone support :

Phone: **0844 767 4671**

Int'l: **+44 (0) 1235 465 809**

#### 24/7 Email support:

[platinum@sophos.com](mailto:platinum@sophos.com)

(non-critical issues only)

#### 24/7 Online support Portal:

<https://sophserv.sophos.com>

(non-critical issues only)

### Platinum Support Escalation Contacts:

UK TAM Manager

Oliver Wright

[Oliver.Wright@sophos.com](mailto:Oliver.Wright@sophos.com)

+44 (0) 1235 544 046

Head of UK Tech Support

Anne Anderson

[Anne.Anderson@sophos.com](mailto:Anne.Anderson@sophos.com)

+44 (0) 1235 465 795

SVP of Customer Support

Michael Anderson

[Michael.Anderson@Sophos.com](mailto:Michael.Anderson@Sophos.com)

# Submitting Suspicious Samples to Platinum Support

## Overview

Our sample submission ensures the fastest response time for Platinum customers.

Please note, samples are only automatically assigned to this **high priority** queue if submitted from an email address originating within your organization, or other authorised email addresses. Please check with your **TAM** if you are unsure which domains and addresses are authorised.

## Infected/Suspicious File Sample Submission

If you would like to submit an Infected or Suspicious File Sample(s) to SophosLabs for analysis then please either:

- Email the sample to [samples@sophos.com](mailto:samples@sophos.com) as a password protected archive or
- Use the following web form: <https://secure.sophos.com/support/samples>

## What to Include

Providing the following information with your sample will speed up the sample review process:

- A list of files contained in the submission, including a description of where/how files were found
- What symptoms caused you to suspect that a machine is infected?
- Did any products detect malware? (eg product, version, detection name)
- Your Sophos product information (product name and version)
- Any system details that may be relevant (operating system, service packs)
- Your name, company name, phone number, and email address, if possible

**Important: Please do not e-mail any samples directly to any Sophos employee.**

## Submission Notes

Please feel free to notify your **TAM** of any malware samples you submit to the Labs, and do also call the 24/7 Platinum Support Line if you are concerned that machines may have been compromised.

# Global Contact Details for Sophos Technical Support

You can contact Sophos Technical Support 24 hours a day, 365 days a year as follows:

<b>United Kingdom</b>	From UK: <b>0844 767 4671</b> (Dedicated Platinum line) International: <b>+44 1235 465809</b> (Dedicated Platinum line) <a href="mailto:platinum@sophos.com">platinum@sophos.com</a>
<b>Canada</b> <b>Latin America</b> <b>USA</b>	From USA: <b>1-866 510 2913</b> (Dedicated Platinum line) International: <b>+1 866 510 2913</b> (Dedicated Platinum line) <a href="mailto:platinum@sophos.com">platinum@sophos.com</a>
<b>Australia</b> <b>New Zealand</b>	From Australia: <b>02 9409 9166</b> (Dedicated Platinum line) International: <b>+61 2 9409 9166</b> (Dedicated Platinum line) <a href="mailto:platinum@sophos.com">platinum@sophos.com</a>
<b>France</b> <b>Cyprus</b> <b>Gibraltar</b> <b>Greece</b> <b>Spain</b>	From France: <b>09 69 32 28 30</b> (Dedicated Platinum line) International: <b>+33 9 69 32 28 30</b> (Dedicated Platinum line) Local language (not Platinum): <a href="mailto:support@sophos.fr">support@sophos.fr</a>  From Spain: 902 103 664 International: +34 902 103 664 Local language (not Platinum): <a href="mailto:support@sophos.fr">support@sophos.fr</a>
<b>Portugal</b> <b>Brazil</b>	Local language (not Platinum): <a href="mailto:support@sophos.com">support@sophos.com</a>
<b>Germany</b> <b>Austria</b> <b>Switzerland</b>	German language: 01805 767467 International: +49 1805 767467 Local language (not Platinum): <a href="mailto:support@sophos.de">support@sophos.de</a>
<b>Italy</b>	From Italy: 02 91 18 08 60 International: +39 02 91 18 08 60 Local language (not Platinum): <a href="mailto:support@sophos.it">support@sophos.it</a>
<b>Japan</b> <i>(Do work 24/7 on local language)</i>	From Japan: 045 227 1800* International: +81 45 227 1800 Local language (not Platinum): <a href="mailto:support@sophos.co.jp">support@sophos.co.jp</a>
<b>Asia Pacific</b>	From Singapore: 67 SOPHOS International: +65 6776 7467 Local language (not Platinum): <a href="mailto:supportasia@sophos.com">supportasia@sophos.com</a>  From Hong Kong: +852 2527 3467 International: +852 2527 3467 Local language (not Platinum): <a href="mailto:supportasia@sophos.com">supportasia@sophos.com</a>