Noble® Solution
Standard Support & Escalation Procedure

Noble Standard Support Customers receive toll-free phone support during standard hours and 24/7 assistance for emergency issues.

When contacting the Noble® CARE Help Desk, you will need to provide the following information:

1. Client Code or Company Name
2. Detailed Description of the Issue
3. Your Ticket # (if referencing an existing issue)

Noble Standard Support

Support Hours: Mon-Fri, 9.00am-6.00pm (Eastern)

To Open a Ticket:

Call 1.888.9.NOBLE.9 (66253)
1.404.601.2420 Direct / International

Email* tars@noblesystems.com
*For non-critical tickets/requests.

At any time, if you feel a ticket or issue requires escalation, please follow the Escalation Process.

To Escalate a Ticket:

Call the numbers below, in order. Please do not skip a level.

1st Escalation to On Call Support	1.855.443.4357
2nd Escalation to Director of Support	1.855.432.4357
3rd Escalation to VP Global Support	1.855.441.4357
4th Escalation to SVP Development	1.855.431.4357
Final Escalation to President & CEO (Jim Noble)	1.470.345.4827

Should you reach voicemail at one of the levels, leave a detailed message with your name, company, ticket number, and a callback number. Please allow 10 minutes for a return call before moving to the next escalation level.

*Most emails will receive a reply by the end of the next business day.

The telephone numbers set forth above should be utilized by all Noble Solution customers when utilizing Standard Support. Otherwise, the terms and conditions of your Composite Agreement with Noble Systems (or applicable agreement for Noble Systems Support and Services) will govern in the event of any conflict with the terms set forth herein, and the above terms are not intended to modify or amend that agreement.