

Arctera Enterprise Technical Support

Local Language Support

The primary language offered by Arctera Technical Support is English and our worldwide support centers are structured to provide local language support. Availability of local language support depends on the opening hours of our regional support centers. The main non-English languages in which we deliver support, and the general hours of availability are as follows:

Region	Language	General Hours of Availability
EMEA (Europe, Middle East, & Africa)	French	M-F 9am – 5pm CET
	German	M-F 9am – 5pm CET
	Spanish	M-F 9am – 5pm CET
The Americas (North America, South America, Canada, Hawaii, & Alaska)	Brazilian Portuguese	M-F 9am – 6pm UTC -3
	Latin American Spanish	M-F 8am – 8pm UTC -3
APJ (Asia, Pacific Rim, Japan, Australia, & New Zealand)	Japanese	M-F 9am – 6pm JST
	Mandarin	M-F 9am – 6pm CST
	Korean	M-F 9am – 6pm KST

We provide support in the above and more languages on a commercially reasonable basis*. For after-hours support, callers with an Essential Support or Business Critical Services contract will be directed to one of our worldwide support centers in EMEA, The Americas or APJ, thus providing "follow-the-sun" support. Please note that after-hours support is provided in English and local language where available.

* We make commercially reasonable efforts to accommodate local language requirements during the normal business hours of our regional support centers; however, some products may only be supported in English. Please note that we may use generative AI translation services to assist with case management ("Translated Content"). Translated Content is provided as-is without warranty or guarantee of accuracy or completeness. Any actions taken based on Translated Content are at your own risk. Arctera disclaims any liability for damages or losses resulting from the use or reliance on Translated Content.

For product information in the U.S., call toll-free +1 (866) 837-4827.

For specific country offices and contact numbers, visit our Web site www.arctera.io.

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