Partner Communication Guide

LIVEWIRE CLOUD

Applies to Livewire's Cloud offering Available from all Tier3 and Tier1 Datacenters

Partner Communication Guide
Portals | Logins | Repositories

1

What	Who / Where	How
Livewire Cloud Website	👆 https://www.livewirecloud.com/	Get general product information. Certain pages require authorized user login
Production Cloud Support: **(All Tier3 and Tier1 Datacenters)**	**Support Center URL**: 👆 https://support.livewirecloud.com/ *(Login Required)* **Please note, this link contains Livewire branding* **Support Email:** ✉ support@livewirecloud.com **General Support Phone Number:** ☎ (US): +1 (831) 755 9020 **Emergency Support Phone Number:** ☎ (US): +1 (831) 755 9010 **Vmware Administrator Team:** ✉ vadmin@livewirecloud.com **Cloud Migration Team:** ✉ migrations@livewirecloud.com	**Support Hours:** 24x7 | 365 Days a Year Access our ticketing system to create a support ticket. Ask your primary contact for login credentials if you don't have it. If you are a partner and accessing our portal first time, refer to our introduction email for login credentials OR you may also send an email to presales@livewirecloud.com for login credentials. You may also call on our support line during any production downtime / emergency situation. Please make sure to raise ticket in support system prior to that for quick reference.
Documentation Portal	👆 https://documentation.livewirecloud.com/ *Requires Login Credentials*	Livewire Cloud Group Product Documentation and Knowledgebase.
Support Guide and Procedures	👆 **Click Here**	For detailed support procedure and support guides
Master Service Agreement **SLA and SLO** **Acceptable Use Policy (AUP)** **Privacy Policy (PP)** **Do Not Call Policy (DNC)** **Hardware Replacement Policy (HRP)**	👆 **Click Here** 👆 **Click Here** 👆 **Click Here** 👆 **Click Here** 👆 **Click Here** 👆 **Click Here**	You can find all detailed legal documents here. *Requires Login Credentials*
Product Management Group	✉ documentation@livewirecloud.com ✉ productmanagement@ livewirecloud.com	Should you have any suggestion, recommendation respect to product improvement or if you come across any errors in our website / documentation portal send us an email on specified IDs
Datacenter Certifications and Reports	👆 **Click Here** **Password:** "Download@321"	Datacenter Compliance, Certifications and Reports

Sales and Presales Desk	**Email**: ✉ sales@livewirecloud.com ✉ presales@livewirecloud.com **Phone Number**: ☏ (US): +1 (831) 755 9020 | Extn: 1	**Sales and Presales Business Hours:** Monday to Friday – 9:00 AM EST to 5:00 PM PST.
Network PoP (Point Of Presence) Locations	☝ **Click Here**	List of Network PoP Locations to leverage direct L2 connectivity to our dataceneters
Looking Glass Appliances	☝ East Coast: **Click Here** ☝ West Coast: **Click Here**	To Test bandwidth, latency, ping response, trace route to our datacenters
Uptime Reports	☝ East Coast: **Click Here** ☝ West Coast: **Click Here** ☝ Management: **Click Here**	This shows last 90 days availability and uptime reports for our datacenters, monitoring and management framework.
Accounting | Billing | Legal | DNC	✉ accounting@livewirecloud.com ✉ creditrequest@livewirecloud.com ✉ donotcall@livewirecloud.com ✉ legal@livewirecloud.com ☏ (US): +1 (831) 755 9020 | Extn: 4	Use these emails and phone number to contact Accounting and Legal Teams for specific area of concerns. **Accounting | Legal Business Hours:** Monday to Friday – 9:00 AM EST to 5:00 PM PST.
Social Media Platform	☝ Facebook: **Click Here** ☝ LinkedIn: **Click Here** ☝ Twitter: **Click Here**	To check latest news stay in sync with our social platform pages.

3