

NEWMARKET[®] **Support**™ Contacting Newmarket International Support

BY PHONE

Americas Support (US)

603-427-6400

Multi-Language Support: Portuguese, Spanish

EMEA Support (UK)

+44-(0)208-481-6622 von Deutschland: 01805-216-012 (€0,14/min)

Multi-Language Support: French, German, Italian, Spanish, Russian, Polish,

APAC Support (Singapore)

65-6735-5988

Multi-Language Support: Cantonese, Mandarin

Toll-Free Numbers for APAC customers

Australia: 1800-075-083

China-North: 10800-650-0456

China-South: 10800-265-0466

Hong Kong: 800-964-488

India: 000-800-650-1424

Malaysia: 1800-806-270

Thailand: 001800-656-809

BY INTERNET - ESUPPORT

Managing cases via Newmarket International's customer portal is a great alternative to calling in non-emergency issues. From your web browser you can easily create, update and monitor cases. Additionally, you can use the portal to search for solutions to commonly asked technical questions. To obtain a portal account or to login to the portal, browse to www.newmarketinc.com/support and click on the 'Customer Portal' link. Our goal is to initially respond to portal requests within 24 hours.

BY EMAIL

You can contact Newmarket International Support for non-emergency issues by sending an email to one of the addresses below (depending on your global location). Please ensure that the questions below in the "Reporting Cases" section of this document are answered in the body of your email. Our goal is to initially respond to email requests within 24 hours.

- Americas Support support@newmarketinc.com
- EMEA Support supportuk@newmarketinc.com
- APAC Support supportsg@newmarketinc.com

SUPPORT AVAILABILITY

Support from Newmarket International is available 7 days a week, 24 hours a day, 365 days a year.

The following are our staffed business hours by region.

- Americas Support office: 7am-9pm EST, Monday through Friday, and 9am-5pm EST on Saturday.
- EMEA Support office: 6am - 6pm GMT, Monday through Friday.
- APAC Support office: 7am - 6pm SST, Monday through Friday.

Outside of staffed hours, a message will give instructions on reaching a Support Technician on-call.

REPORTING CASES

Providing the following information at the onset of contacting support will assist us in resolving your inquiries as quickly as possible:

1. What is the exact error message, problem or question?
2. Which Newmarket application are you using and where in the application did the problem occur?
3. What were you doing when the issue occurred (provide as much detail as possible)?
4. Is this a problem on all PCs or just one?
5. Does the problem follow you to other computers or is it isolated to one computer?
6. Can you duplicate the error or problem?
7. If you close the application and relaunch, or reboot your computer, does the error or problem go away?

ESCALATION

If you are in need of escalation regarding a support case, please contact Newmarket International Support using one of the numbers above and request to speak with a Support Supervisor or Support Manager. You can also contact our Customer Care department at 603-427-5888, or email us at customer@newmarketinc.com.