

# 1-800-USA-4SUN



The only number U.S. customers\* need to initiate service requests on systems, storage, and software

After dialing 1-800-USA-4SUN (1-800-872-4786), customers will be connected to a dedicated Systems, Storage, or Software Technology Service Center based on their menu selection from the following choices:

Main Menu	Action
1	To Report a New Problem
2	For Support on an Existing Case
3	Parts Order or Order Status
4	Product Information, Sales, Licensing, and Contracts
5	Sun Education
(*)	Repeat Menu

Upon selecting option 1, customers will then be asked to select a product family from the following choices:

Menu Selection	Action
1	Sun Servers, Workstations, and Operating Systems
2	Sun StorageTek™ and Legacy Sun StorEdge™ Hardware and Software
3	Sun Software including Java™ Enterprise System
4	Contract Support on Multivendor Products
5	All Others or to Speak to a Non-Technical Support Representative
(*)	Repeat Menu

### Highlights

- U.S. customers (excluding secure government accounts) call a single number to initiate service requests on systems, storage, and software assets: 1-800-USA-4SUN (1-800-872-4786)
- Additionally, systems and storage customers will now be connected directly to an appropriate technical resource the first time, providing more rapid issue resolution

### 1. Sun Servers, Workstations, and Operating Systems

Menu Selection	Action
1	Hardware Support
2	Operating System Support
3	Network Support
(*)	Repeat Menu
9	Return to the Main Menu

### 2. Sun StorageTek and Legacy Sun StorEdge Hardware and Software

Menu Selection	Action
1	Tape Drive, Virtual Tape and Tape Library
2	Disk including Disk Management Software
3	Software Support
4	SAN Support
(*)	Repeat Menu
9	Return to the Main Menu

### 3. Sun Software including Java Enterprise System

Menu Selection	Action
(*)	Repeat Menu
9	Return to the Main Menu

### 1. Hardware Support

Menu Selection	Action
1	SPARC® Based Processors
2	Non-SPARC Based Processors

### 2. Operating System Support

Menu Selection	Action
1	Solaris™ Operating System
2	All Other Operating Systems

### 3. Network Support

Menu Selection	Action
1	Solaris Network Support
2	All Other Network Support

\*NOTE: Does not apply to secure government accounts

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