

# 24x7 Support

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Swivel Secure provide an emergency 24x7 support service for emergency situations.

24 hour support is only available to customers who have purchased 24x7 support, and is not available on standard support. They will have been sent a document and upon completion will receive the 24 hour support contact details.

To contact a sales representative regarding this please email [info@swivelsecure.com](mailto:info@swivelsecure.com)

Customers on standard support contracts are invited to submit their support requests through their resellers, and check the knowledgebase. If the [knowledgebase](#) does not resolve your query, resellers are encouraged to [submit a support Ticket](#)