

Revision History			
Rev Number	Description	Initials	Date (yyyy/mm/dd)
A	Document release	SS	2012/12/15
B	Updated contact info	SS	2014/05/12
C	RMA Group e-mail address updated	SS	2015/02/19
D	Updated contact info	ND	2016/03/08
E	Updated contact info	ND	2018/01/05
F	Updated 2018 Service Rates	SS	2018/01/10
G	Updated contact information	SS	2019/08/08
H	Updated contact information	SS	2022/05/03
I	Updated contact information	SS	2023/08/24
J	Updated contact information and template	DB	2024/04/03

Milara Support Contacts and Escalation Procedure

Purpose

This document outlines the overall customer support structure of Milara Inc. and defines the sequence and the steps for handling customer interactions.

1. Technical Support - Contact Information

1.1. Technical Support in North America

Technical Support in North America is provided by the Technical Support Team (TST) based at Milara's headquarters in Milford, MA

Contact:

Milara Support – US Headquarters

49 Maple Street

Milford, MA 01757, USA

Office: +1-508-533-5322

Toll Free: +1-877-572-0006

E-Mail: Support.Milara@milarasmt.com

1.2. Technical Support in Asia

Technical Support in Asia is provided by Technical Support Teams (TST) based in Shanghai, China

Contact:

Milara Support - Asia

Phone 1: +8613524252022

Phone 2: +8613501383676

E-Mail: Support.Milara@milarasmt.com

1.3. Technical Support in Europe

Technical Support in Europe is provided by Milara International located in Plovdiv, Bulgaria

Contact:

Milara Support – Europe
Milara International Ltd.
3 Georgi Tringov Str.
4000 Plovdiv, Bulgaria
Office: +359-32-234-478
E-Mail: Support.Milara@milarasmt.com

2. Return Material Authorization - RMA

Return material authorization is issued based on customer request, completed reports by TST, and approval by Milara Customer Support.

Contacts:

North America:
RMA Department – US Headquarters
49 Maple Street
Milford, MA 01757, USA
Office: +1-508-533-5322
Toll Free: +1-877-572-0006
E-mail: RMA@milara.net

Europe:

Milara Support – Europe
Milara International Ltd.
3 Georgi Tringov Str.
4000 Plovdiv, Bulgaria
Office: +359-32-234-478
E-Mail: RMA@milara.net

Asia:

Milara Support - Asia
Office: +86 010 65696760
E-mail: RMA@milara.net

3. Escalation Plan



Level 1 - Technical Support request

Submit technical support requests to Support.Milara@milarasmt.com or call the regional Milara support center – see contact information in section 1 of this document.

If satisfactory resolution of the issue is not achieved within reasonable amount of time, escalate to Global Technical Support Manager and Director of Service

Level 2 - Global Technical Support Manager

Nikolay Dimitrov
3 Georgi Tringov Str.
4000 Plovdiv, Bulgaria
E-mail: nikolay@milarasmt.com

Level 3 – Director of Service

Svilen Stoyanov
49 Maple Street
Milford, MA 01757, USA
E-mail: sstoyanov@milarasmt.com