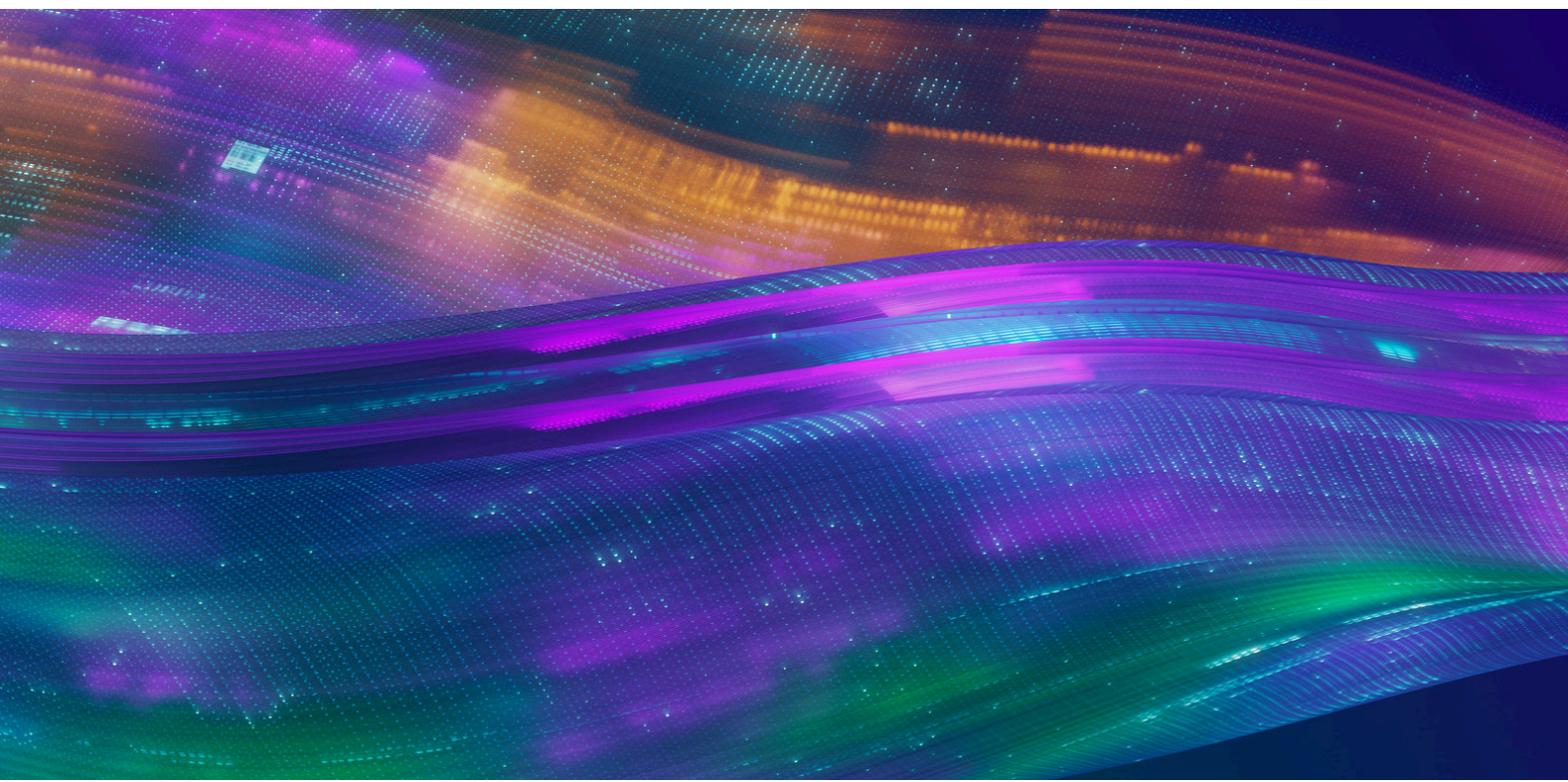


# Escalating a premium support case in HPE Networking Support Portal

**HPE**   
**GreenLake**



## How to request an escalation for your case

If you feel that your case requires additional attention or assistance, we provide a structured way for you to request an escalation.

### The following is your path to escalation.

#### 1. Request directly to your case owner

- **What to do:**

If you are looking to escalate your case, start first by directly reaching out to the assigned case owner.

---

#### **Important**

When requesting an escalation, providing a clear **explanation** of why you are making the request helps us understand the issue better and ensure the right resources are engaged.

#### 2. Use the 24x7 email support:

- **What to do:**

For urgent matters or after exhausting other communication channels, email [hpe-networking-premium-escalations@hpe.com](mailto:hpe-networking-premium-escalations@hpe.com).

**Key point:** Our team monitors this inbox 24x7 with a **one-hour target response time**.

---

#### **Important**

**Provide a clear explanation** of the reason for your escalation. This will allow us to engage the most appropriate resources and prioritize your case accordingly.

#### 3. Request case or other escalations to the success manager team

- **What to do:**

If you are dissatisfied with the outcome of your case, the way it's being handled, or if you need assistance in a different area, you can reach out directly to your assigned **customer success manager**.

---

#### **Important notes:**

- **Clear communication:** Always include a detailed explanation when making an escalation request. This helps us to prioritize and assign the right resources for quicker resolution.
- **Timeliness:** The sooner you provide the escalation details, the faster we can respond and address the matter.
- **Case severity:** To review the severity level of your case, you can refer to the case severity chart in the [HPE Aruba Networking TAC user guide](#).

---

By following these guidelines, we can help ensure your case is handled effectively and with the attention it deserves.

## Learn more at

[HPE.com/edge/support](https://hpe.com/edge/support)

Visit [HPE.com](https://hpe.com)

 **Chat now (sales)**