Support Processes for Cloud Customers

MAC/Ds

5/3/2025

MAC/Ds

Requests for Move/Add/Change/Delete (MAC/D)

If you are a **Business Edition** or **Enterprise Edition** Customer, you may request a change request or MAC/D through **My Support**. If you are a **Premier Edition** or **Outbound Engagement** Customer, you must make each MAC/D request through your Customer Success Manager (CSM).

If you are a **Business Edition** and **Enterprise Edition** Customer, login to **My Support** and select Open a Case, then select "Service Request." Please provide as many details as possible for the required change including use Cases, if applicable. MAC/D requests will be acknowledged within one business day and accepted or rejected within two business days.

Each MAC/D acceptance notification will include an Order and an SOW for undertaking the requested MAC/D. Orders and SOWs will require mutual execution by the applicable parties before proceeding. If the MAC/D is rejected, your CSM may work with you to modify the request and for re-submission.

Each MAC/D request will be considered complete upon email notification to you of completion.