



## LinuxOnCall - One-Time Troubleshooting Request Form

Thank you for reaching out to LinuxOnCall for one-time troubleshooting support.

Please fill in the form below so we can understand the issue and assist you as quickly as possible.

---

### Contact Information:

- Full Name:
- Company (if applicable):
- Email:
- Phone Number:

### System Details:

- OS Type: Linux / Solaris
- Distribution/Version (e.g., Ubuntu 22.04, RHEL 8, Solaris 11):
- Physical Server / VM / Cloud Instance:
- Hostname:

### Issue Description:

- When did the issue start?
- Any recent changes or updates?
- Are there any error messages or logs?
- Affected services or applications:

### Access & Scheduling:

- Will remote access be provided (e.g., SSH, VPN)?:
- Preferred time for support:

### Urgency Level:

- Normal (response within 24–48 hours)
- High (critical – response within 1-8 hours)

### Additional Notes:

---

Once completed, please submit this form via the Contact Us page at [linuxoncall.com](http://linuxoncall.com).

We will review your request and respond with a quote based on urgency and complexity.

Thank you,

LinuxOnCall Support Team.