

Production Clients

Please Contact Experian's Technical Support Center Helpdesk at: 800-854-7201
(*Select Option 1*).

Please advise the helpdesk representative that you need support with the **Authentication Services** application, and be prepared to provide your subscriber number and method of connectivity (IE: web browser or direct XML). The helpdesk representative will provide you with a ticket tracking number you can use if you call back to check the status of your request.

Testing and Implementation Clients

If you have any technical questions during your implementation, please contact [FS Product Delivery](#) or the Technical Support Center to locate the appropriate Technical Sales Support Representative for your area: 800-854-7201 (*Select Option 1*).

Testing Environment (STAR 2000)

The STAR 2000 testing environment is brought down nightly (from 1:30 AM to 3:00 AM CST). If you have problems with the testing environment outside of this timeframe, please contact the Technical Support Center: 800-854-7201 (*Select Option 1*).

Planned Downtime Schedule for Production

The first Sunday of each month is reserved for scheduled downtime, (from 12:00 AM to 6:00 AM CST) for any planned maintenance. If additional maintenance windows are scheduled clients are provided notice when that scheduled maintenance will occur.

Outages:

For an unscheduled outage, you may contact Experian's Command Center at 800-553-4785 (*Select Option 1*). They are available 24 hours a day.