

## **WAN Bonding Service Support**

[Digi base support](#) provides tier 1 tech support for Digi WAN Bonding to help verify that the WAN Bonding licenses are assigned to the customer's account in Digi Remote Manager.

[Digi expert support](#) provides tier 1 and tier 2 tech support for the Digi WAN Bonding service to also provide support for troubleshooting Digi devices to ensure they have WAN Bonding enabled and are configured properly. Should further support beyond tier 2 be necessary, Digi will refer the customer to our Bondix partner who will communicate directly with Customer and Digi.

The [Digi technical support team](#) does not support any WAN Bonding servers the customer has setup themselves. Digi support does not fix any bugs on the self-installed WAN Bonding servers. For support in creating or managing WAN Bonding servers, please contact our [Professional Services](#) team.