



Thawte Customer Support

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For world-class support from the first international commercial certificate authority, customers turn to Thawte – and remain with us for years because of our friendly, efficient staff.

Customer-centric. Across our 17-year history of serving customers globally, our entire focus has been on a long-term relationship with our customers. We listen to our customers' needs and offer individually tailored solutions for them.

Convenient. Thawte support not only offers service via standard phone, email, and chat channels, but we also do so according to our customers' needs. Officially our support is only in English, but 35 different languages are spoken across our team – chances are, we can help you in your native tongue. Our reps have even taken their holidays according to their customers' schedules in order to provide the most consistent support possible. We also offer a comprehensive knowledge base for customers who prefer to find answers on their own.

Congenial. Thawte customers are accustomed to building relationships with their support representatives. Our people are not only friendly, relatable, and knowledgeable, but we also care about and truly enjoy our work. This personal approach provides an unparalleled level of accountability. We understand each customer's particular level of depth or urgency, and we guide our customers through the process thoroughly according to their needs.

Key Benefits

Knowledgeable, world-class support for even the simplest of queries

Support available by phone, email, chat, or self-service knowledge base

Comprehensive, multi-channel support in 35 languages

Competitive. Our support team provides customers with the resources they need to get through the certificate process as quickly and painlessly as possible – from purchase to validation, from issuance to installation. Other CAs may push customers to the knowledge base or to outside vendors – and forget about the personal touch in the process. The support Thawte provides is proven and tested, and we stay with our customers throughout the process to ensure 100% satisfaction.

To learn more, contact our sales advisors:

- Via phone
 - US toll-free: +1 888 484 2983
 - UK: +44 203 450 5486
 - South Africa: +27 21 819 2800
 - Germany: +49 69 3807 89081
 - France: +33 1 57 32 42 68
- Email sales@thawte.com
- Visit our website at <https://www.thawte.com/log-in>

Protect your business and translate trust to your customers with high-assurance digital certificates from Thawte, the world's first international specialist in online security. Backed by a 17-year track record of stability and reliability, a proven infrastructure, and world-class customer support, Thawte is the international partner of choice for businesses worldwide.