

Support & Escalation Guide

CATEGORY	NEW SERVICES	SERVICE ORDERS		CUSTOMER SUPPORT	BILLING SUPPORT	CHANGE MGMT	TECHNICAL SUPPORT	
What are you trying to do?	<ul style="list-style-type: none"> Service adds Request for quote Request for paperwork 	<ul style="list-style-type: none"> Account setup Status – open orders Test/turnup assistance 	Internet/POTS	ProConnect, Cloud, Security, DDoS, etc.	<ul style="list-style-type: none"> General questions Acct. Center questions Document questions 	<ul style="list-style-type: none"> Billing inquiries Balance/paym't info Service credits Disputes 	<ul style="list-style-type: none"> Moves Changes Disconnects 	<ul style="list-style-type: none"> Open a ticket Escalate repair Report down service Check ticket status via Account Center
Primary Contact	<ul style="list-style-type: none"> Your CCI Sales Rep www.consolidated.com/business/get-a-quote 	Business Call Center: 844.YOUR.CCI (844.968.7224) <i>Option 2, then Option 4</i>	Your assigned CCI IPM (per email you received)	Business Call Center: 844.YOUR.CCI (844.968.7224) <i>Option 2, then Option 4</i>	Business Call Center: 844.YOUR.CCI (844.968.7224) <i>Option 2, then Option 3</i>	Business Call Center: 844.YOUR.CCI (844.968.7224) <i>Option 2, then Option 4</i>	Repair Center: 844.YOUR.CCI (844.968.7224) <i>Option 2, then Option 1</i>	
Escalation Contact	<i>If no response:</i> Request to speak to Sales Manager	<i>After talking to a Rep:</i> Request to speak to Supervisor	ipmmanagers@consolidated.com	<i>After talking to a Rep:</i> Request to speak to Supervisor	<i>After talking to a Rep:</i> Request to speak to Supervisor	<i>After talking to a Rep:</i> Request to speak to Supervisor	<i>After talking to a Rep:</i> If a ticket has been open at least 1 hour with no ETA for resolution or tech scheduled: CCIEscalations@consolidated.com	
Other Options	Inside Sales: 844.YOUR.CCI (844.968.7224) <i>Option 2, then Option 2</i>			Self-Service Portal: https://accountcenter.consolidated.com	Self-Service Portal: https://accountcenter.consolidated.com		Self-Service Portal: https://accountcenter.consolidated.com	
Online Form to Request Support	Contact Us: www.consolidated.com/contact-us			Contact Us: www.consolidated.com/contact-us	Contact Us: www.consolidated.com/contact-us	Contact Us: www.consolidated.com/contact-us Disconnect requests: www.consolidated.com/support/business-support/disconnect	Self-Service Portal: https://accountcenter.consolidated.com	
Turnaround Time	<ul style="list-style-type: none"> New service request – Sales Rep response within two business days Generally immediate access to Rep on phone 	<ul style="list-style-type: none"> 24 hours or less from receipt Generally immediate access to Rep on phone 		<ul style="list-style-type: none"> 24 hours or less from receipt Generally immediate access to Rep on phone 	<ul style="list-style-type: none"> 24 hours or less from receipt Generally immediate access to Rep on phone 	<ul style="list-style-type: none"> Two business days from receipt Generally immediate access to Rep on phone 	Open tickets or view repair notes real-time in Self-ServicePortal	