



SERVICE CALL DISPATCH METHODS

Hours of operation

Monday - Friday 7:00 am - 7:00 pm
Weekends and after hours by appointment

Email Support: service@integracon.com

By emailing service@integracon.com, a ticket will be automatically generated that will be tracked through its lifecycle to ensure the request was managed quickly and effectively.

Hotline: 865-330-2323

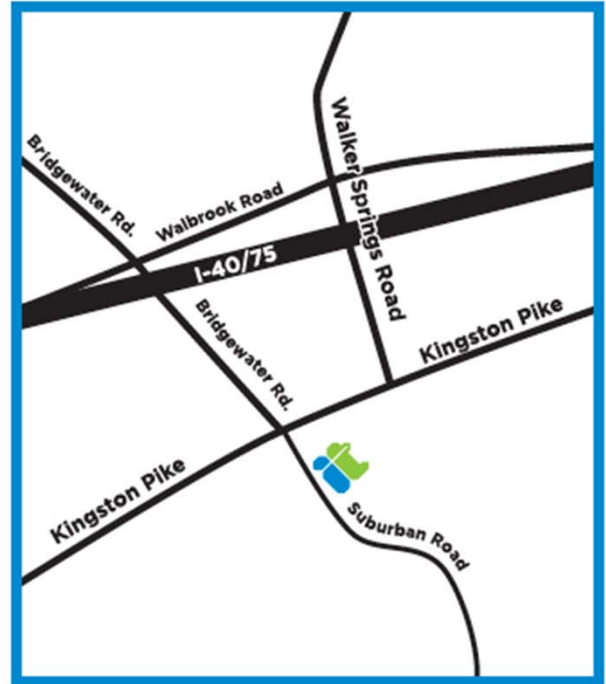
We encourage customers to call the above hotline to ensure all service requests are documented and monitored by internal network operations.

Emergency Support Email: emergency@integracon.com

If more than 20% of your network being affected send email to emergency@integracon.com. If you email this address, the Integracon management staff will respond immediately.

Client Portal: portal.integracon.com

Integracon will provide you with a username and password for you to audit and manage tickets.



120 Suburban Rd.
Suite 207
Knoxville TN 37923

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