

SERVICE CALL DISPATCH METHODS



HOURS OF OPERATION

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

EMAIL SUPPORT

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

HOTLINE: 865-330-2323

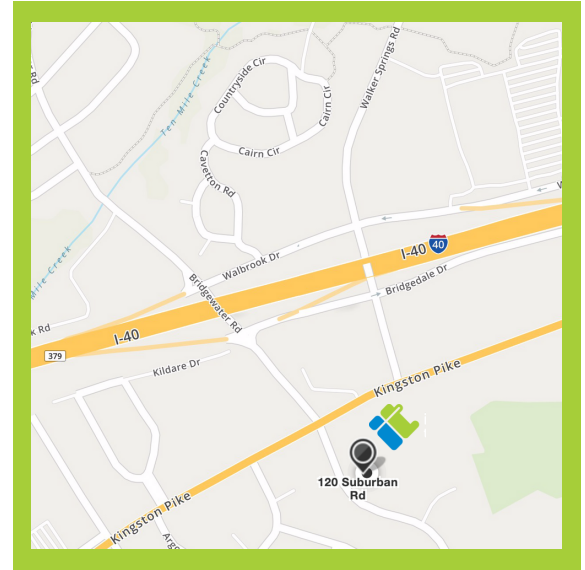
We encourage customers to call the above hotline to ensure all service requests are documented and monitored by internal network operations.

EMERGENCY EMAIL SUPPORT

If more than 20% of your network is affected, notify us by email at emergency@integracon.com. A member of the Integracon management staff will respond immediately.

ONLINE CLIENT PORTAL

You may access our client portal at portal.integracon.com. We will provide you with a username and password for you to audit and manage tickets.



www.integracon.com
info@integracon.com
p: 865-330-2323 | f: 865-330-2328
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