



eXpert Networks Inc.
Excellence Through Teamwork and Technology

Soft-Touch Home Delivery System

Newspaper Delivery Support

Procedures to Streamline Call-Ins for Technical Support

The following is a list of helpful hints to improve service to you from eXpert Networks tech support team.

Normal Business hours call-ins: 8am to 6pm Monday through Friday call **(818) 435-2575**.

After Business hours call-ins: Call-ins after 6pm or weekends / holidays

- Tech support hours are from the hours of 7 AM to Midnight daily 7 days a week + Holidays
- Response to a message left for support is within 2 hours for all support hours 7 days per week.
- If you call before midnight, the call will be processed and supported.
- If you call in and get a live voice, then the following is not as important, but still applies.
- If there is No Answer at our office, do the following:
 1. Call the Technical Support Telephone Number – **(818) 435-2575**.
 2. **To create an incident report with a 2 hour response, you must call the office or go to <http://www.expertnetworks.us/chat.html>** so that we can find the first available technician to support you. It is best to process your call through our main trunk.
 3. Leave a **COMPLETE** message of the problem.
 4. Let us know when you need it fixed.
 5. Leave your **PHONE NUMBER** for where you are at and what times you will be there.
 6. Leave us your **BEEPER and CELL PHONE NUMBERS**.
 7. Set your computer on **PCAnywhere HOST** (Tech Support)
 8. Leave us your **COMPUTER PHONE LINE NUMBER**.
 9. **Turn FAX machine off**, if connected to the same computer phone line. It is best to use a Fax – Modem Switch so both devices run seamlessly on one phone line together.

If the above information is not left, it will be harder for us to give you the support you expect and deserve. We want to do everything possible to give you the best service we can.

- If we can access your computer and fix the problem, we will leave you a message stating so.
- If we can not fix it right a way, we will still leave you a message about the status and our plans to fix it.
- Lastly, if you have any helpful suggestion, please call and leave those for us too.

The eXpert Networks Support Staff
e-mail: support@expert-networks.us

Thank You,

Dave Quance, Program Manager
PHONE: (818) 435-2575
FAX: (818) 368-5683
dquance@expert-networks.us

Additional Services:

- Remote Desktop Service
- Networking
- Computer Sales
- Routing and Switching
- IP converged phones and video devices.
- Hardware services and sales
- Remote Backup
- ASP services to promote off-site networks to a centrally secure redundant environment for 100% up-time

19360 Rinaldi St. #337, Porter Ranch, CA 91326 Voice (877) 368-9400 Fax (818) 368-5683

http://www.expert-networks.us/downloads/XNI_Home_Delivery_Support.pdf



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