

# ClearComUSA

## HELP & TECH SUPPORT

Updated November 2023

To our ClearComUSA customers:

We want to make sure you always know how to contact us and that you can easily reach the right department for your specific needs. When services are affected, we will notify you of estimated time to resolution, if it cannot immediately be resolved. As always, we value your time and appreciate your business.

### TECH SUPPORT CONTACTS

#### Support for Phones, Voicemail, (3 options):

##### Dial

611# from any ClearCom phone in your facility

##### Call

1-833-350-7400 from any location or device

##### Email

Support@ClearComUSA.com (you will receive automatic ticket number and also will be notified upon resolution)

#### Support for Faxing:

##### Email

FaxHelp@ClearComUSA.com

##### Call

1-833-350-7400 from any location or device

#### Support for Email:

##### Email

Support@ClearComUSA.com

##### Call

1-833-350-7400 from any location or device

### TYPES OF SUPPORT REQUESTS

#### M.A.C. (Move-Add-Change)

i.e., changing names on phones

This category of Support Request is for issues that are **not interrupting your services**.

Customers can expect: Response to resolution within 24 hours M-F.

#### Service Issue

(for urgent problems)

This category of Support Request is for issues that are interrupting your calling services. For example: Inbound and/or outbound voice is affected, or services are down on all phones. Customer can expect: Immediate response to resolution. After hours, call 833-350-7400 and listen for the "on-call tech" option.