

# What's Next?



Thank you for trusting WOW! Business with your communications needs. We do things a little differently than you might be used to because we're committed to being more than just another provider. We care about your company's success, and that starts with making sure you have everything you need to get connected and stay connected.

## Service Call Process

- Once we have determined that a technician is required on-site to help resolve the service issue, you will receive a scheduled technician arrival window from one of our Commercial Operations Support Agents along with a job number for reference.
- The complexity of your WOW! circuit design will dictate the length of time the technician is needed on site. Internal communication between the technician and our support team may be required for a complete resolution.
- WOW! values our partnership with you and we apologize for the inconvenience that this technical issue has caused. Restoring your service is our top priority so that you can resume your business as efficiently as always.

### Your service call checklist

- ✓ Your technician will arrive within the arrival window provided for the service call.
- ✓ Ensure that access to the telecommunications room and equipment is available during the service call window.
- ✓ Please make sure your network administrator or technical contractor is available at your location or reachable by telephone during your service call if needed.
- ✓ Your IT support is responsible for integrating and troubleshooting any internal networks such as routers, firewalls, security systems, or purchased telephone systems (PBX), if applicable.
- ✓ To learn more about your services, please access our helpful product guides at <https://www.wowforbusiness.com/support/product-guides>

## Questions?

**If you have any questions or need to re-schedule your service call, please contact our Customer Care at 888-WOW-4BIZ (888-969-4249).**

Our technical support is available 24 hours a day!

[wowbusiness.com](https://www.wowbusiness.com)

