

# Your Customer Service = Your Reputation

## Your Reputation is Everything

The quality of tech support your subscribers receive can do two things for you. It can motivate subscribers to be your biggest fans or cause them to bolt. Either way, good or bad, they'll tell everyone about their experiences with you. And that can make or break you.

### Real Help from Real Employees

We own our call centers right here in the United States. And they're operated by ZCorum employees. Not third party contractors. Not clueless tech support people in a foreign country. Your subscribers will talk to our employees here in the U.S. -- not someone halfway around the world with a fake name who speaks broken English from a script, and has no technical training. Your customers hate that!

ZCorum's tech support covers DOCSIS, DSL, FTTH and wireless broadband and a boatload of equipment like iPhone and Android smartphones, VoIP phones, tablets and gaming devices, Roku and Apple TV. ZCorum support will help your subscribers through challenges like browser settings, email configuration, home networking and troubleshooting their WiFi and virus protection. We'll help your commercial subscribers with router configuration and connection status. Our Customer Care Representatives participate in regular training and testing to keep their technical and problem solving skills sharp.

### Don't Forget Your Cable TV Subscribers

We offer troubleshooting for your CATV subscribers too. We can help them set up their new Smart TV and configure the remote. We'll help them order a pay per view event or set up streaming on Hulu and Netflix. If their cable is out due to a missed payment we can let them know. No problem is unsolvable and we're not in the business of hurrying folks off the phone. We take the time needed to resolve each call. **Whatever it takes.**

### Support is not One-Size-Fits-All – After Hours and Overflow Options

Operators don't reside in a one-size-fits-all box and they often have very different requirements for end user support. Are you doing your own support during business hours? Could you use a little back-up when your office is closed? If you don't need help around-the-clock, we can handle your after-hours, holiday or overflow calls. We can mix and match just for your needs.

### Convenient Ways to Get Help

Your subscribers can call in, have a real-time chat with a support rep, or send an email. They'll also have access to our support website, [24HourSupport.com](http://24HourSupport.com), where they can view tips, information, and tutorials on Internet, computer and device technology.

### Keeping Us on Our Toes

Your subscribers won't tolerate sloppy, slapdash support and neither do we. The Customer Care System (CCS) helps you check up on us and on the service your subscribers are receiving. The CCS is an online tool that documents every situation with an end user. It includes real-time updates on all open and resolved tickets and your management has direct access to the CCS to ensure all issues are resolved efficiently.



In a highly competitive market, the quality of customer service and support is important in differentiating your company from your competition. ZCorum's customer service team helps you support every aspect of your operation - Internet to CATV to VoIP and Commercial subscribers-we've got it covered.



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