



Your Customer Service = Your Reputation

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.

The Quality of Your Customer Service Differentiates Your Company from Your Competition



Support Is Not One-Size-Fits-All

If you don't need help around-the-clock, we can handle your after-hours, holiday or overflow calls. We can mix and match to meet 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. Our support site has tips, information and tutorials on technology.



Keeping Us on Our Toes

Our Customer Care System (CCS) helps you check up on us and on the service your subscribers are receiving.



Don't Forget Your Cable TV Subscribers

We can help your CATV subscribers set up SmartTV, configure remotes, order pay-per-view or set up Netflix streaming.

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. And, we treat your subscribers the way we would like to be treated, and they will thank you for it. We also take the time needed to resolve each call. We're not in the business of hurrying folks off the phone. We're in the business of helping people. Whatever it takes.

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.



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