



# Don't Ruin the Big Game. Be there for your CATV customers



## ZCorum offers three levels of support for your CATV customers.

### CATV Basic Support:

- **Dedicated toll-free number with branded greeting**
- **Troubleshooting physical connections and rebooting set-top box**
- **Customer education**
- **Calls and referrals tracked via ZCorum's ticketing system**
- **Problem: Missteps During Circuit Provider Transfer**

### CATV Advanced Support:

*Includes all CATV Basic Services*

- **Additional ticket entry in billing or scheduling system, plus trouble shooting with Azar CATVMaster, GLDS WinCable and Martin Group OMNIA billing systems**
- **Refresh set-top box via Azar, GLDS or Martin Group system**
- **Pay-per-view (PPV) ordering and credit adjustments**
- **Reporting loss of signal for video-on-demand (VoD) service**
- **Additional call or page to on-call technician**

### CATV Premier Support:

*Includes all CATV Basic and Advanced Services*

- **Warm transfers between customers and on-call technician**

### Don't blow it during the big game

It's game time and all over town and your customers are settling into their easy chairs. They're wearing team jerseys, passing popcorn and talking trash about which team is best. Then, the cable goes out. The laughter goes silent. Calls pour into your office, but it's Sunday and you're closed. No one is available to take your customers' calls. You can bet those customers will be pretty upset when they finally reach you on Monday. But all that game day angst can be avoided with after-hours or 24/7 support for your video customers from ZCorum. We're more than just an answering service.

### After Hours or Round the Clock

Our flexible after-hours and 24/7 options ensure that your customers can quickly and easily get the help they need, even if your office is closed.

### Trained Support Professionals

You need knowledgeable representatives that can consistently provide support that truly delights your customers and keeps them satisfied with your service. ZCorum's tech support staff is fully trained to support many smart TV's, streaming devices, remote controls and set-top boxes.

### Easy Budgeting

It's important to provide excellent customer service, but we understand that you also need to control costs. Rather than track minutes and rush your customers offer the phone, we provide a monthly allotment of calls that allows you to budget effectively and still give your customers the time and attention they need.

### Quick Launch

We know you want to provide the best support possible to your customers, and you want to do it quickly. In most cases, ZCorum can provide Basic Support for your video customers in as few as 15 days.

## Contact Us

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