

# HELPDESK GUIDELINES



The following table represents the Nothing But NET support tier levels to assist you with technology issues you may be experiencing. Our first line of support for all personnel should be initiated via our Helpdesk and will follow our problem resolution schedule until the trouble ticket is closed. Each end-user has two options to create a new service ticket.

- 1. E-mail [support@nothingbutnet.com](mailto:support@nothingbutnet.com)** - Please note that this is a system generated ticket. If support request is an after-hours emergency, please call the Helpdesk and choose Option 1 from the telephone prompts to be transferred to our live operator.
- 2. Call the Helpdesk at (480) 222-6025** - The Helpdesk will manually create a ticket. If support request is an after-hours emergency, please call the Helpdesk and choose Option 1 from the telephone prompts to be transferred to our live operator.

Tickets opened up by emailing or talking to techs directly may not get the same response time up front due to the way techs are scheduled so please make your requests for new issues through the above means.

Support Tier	Description
<b>Tier 1 Support</b>	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue identified, documented, and basic hardware/software troubleshooting is initiated.
<b>Tier 2 Support</b>	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
<b>Tier 3 Support</b>	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 <sup>rd</sup> Party (Vendor) Support Engineers to resolve the most complex issues.

For general correspondence: e-mail [helpdesk@nothingbutnet.com](mailto:helpdesk@nothingbutnet.com)

In the event you are not satisfied with the quality of service or find that it fails to meet your needs, please contact the following management below for escalation or information.

**Mike Boehm** – (602) 505-6212, or email @ [mboehm@nothingbutnet.com](mailto:mboehm@nothingbutnet.com)

**Steve Brown** – (602) 770-5141, or e-mail @ [sbrown@nothingbutnet.com](mailto:sbrown@nothingbutnet.com)

**Blas Gallegos** – (602) 705-7588, or e-mail @ [bgallegos@nothingbutnet.com](mailto:bgallegos@nothingbutnet.com)

**Bob Cox** – (602) 690-4627, or e-mail @ [bcox@nothingbutnet.com](mailto:bcox@nothingbutnet.com)

Billing and Ordering Issues or Questions:

**Stephanie Webber** – (480) 222-6020, or e-mail @ [swebber@nothingbutnet.com](mailto:swebber@nothingbutnet.com)