



Premier Support Post Install Team

As a preferred MegaPath partner, our Tier 1 support team located in Denver, CO. We are excited to offer this to our top partners. This dedicated team will be available to provide you with assistance regarding processing orders as well as technical support. You will also have a billing option off this toll free number.

- **HOURS OF OPERATION**

Provisioning: 8 AM–8 PM EST Monday - Friday

Repair: 24 / 7 / 365 Support

Billing: 8 AM–11 PM EST Monday – Friday

- **How to Contact Tier 1 Support – 866-443-2196**

- Provisioning - Please use the “Partner Portal Order Status” tool for the latest updates. If you need additional assistance or clarification regarding an order, please call our Tier 1 provisioning team.
- Technical Support – Please utilize this team for repair inquires or additional troubleshooting.

- **ESCALATION TEAM**

If the issue has not been resolved after contacting Tier 1 support (Customer Service) at the number above, please contact our escalation team at 877-316-6202, follow the prompts, and then select 3rd level option. This team will own the issue until it is resolved.