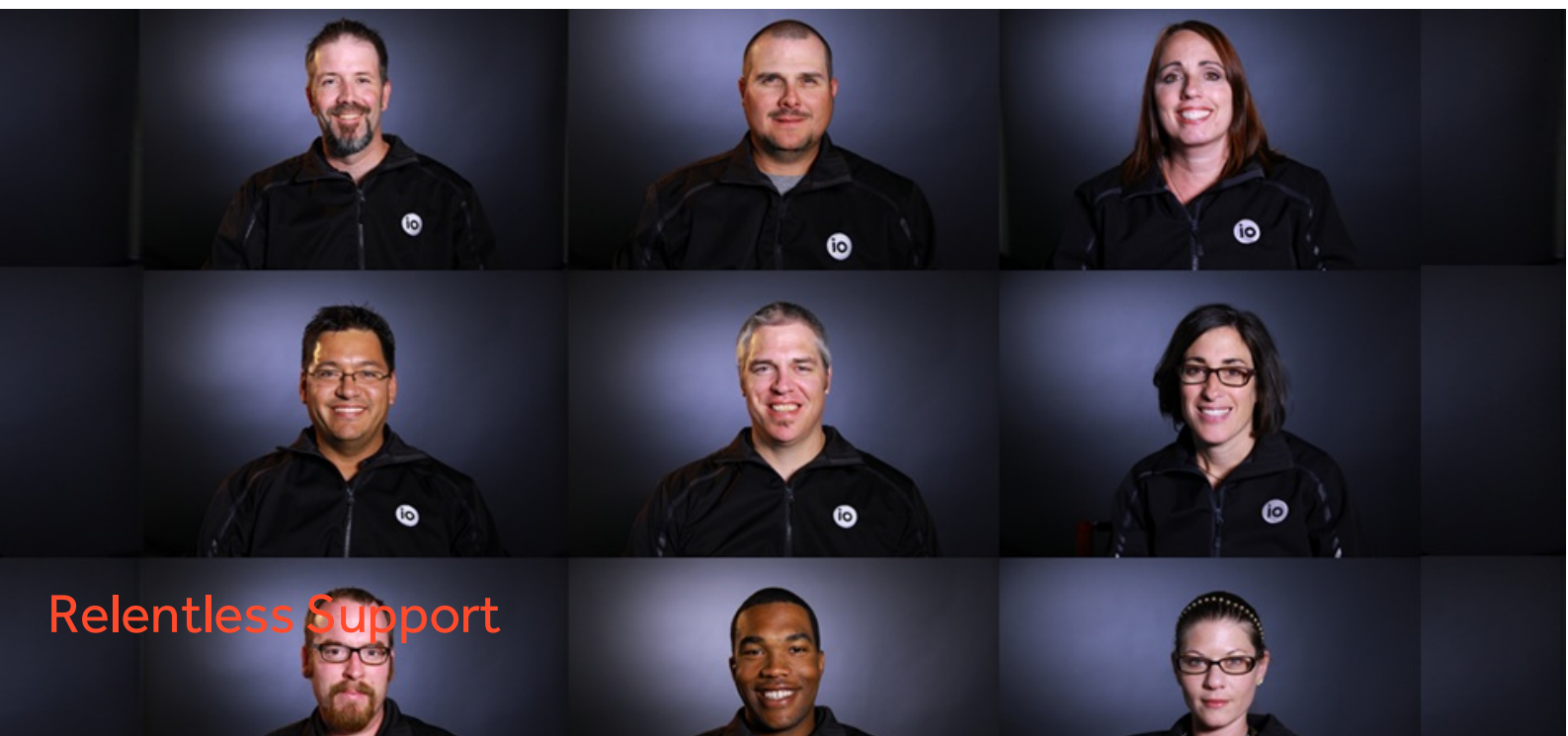


Relentless Support - IO Customer Support



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Always-On

At IO, we are always on. As a customer or partner, you have our commitment to 24x7xForever RELENTLESS support. You will always speak with a qualified member of our team who is empowered to resolve your request accurately, transparently, and expeditiously.

ANY Requests:
tacc@io.com

Customer Support:
cam@io.com

General Questions:
855.260.0112



24 x 7 x Forever Support

IO account managers are available around the clock, every day of the year, to answer your questions and support requests. At IO, we are always on and ready to help.



Global Support Network

No matter where you are, your IO support team is ready to assist. IO manages a network of qualified technical specialists and works with certified partners to assure that you always receive the highest level of service – anywhere.



Empowered

When you request support, you will be working with a highly-qualified account manager who is empowered to address your request to your satisfaction.



Clear Processes

In addition to assisting you real-time, all support requests are handled with a rigorous ticket management process and account management oversight to ensure proper follow through. A clear process guarantees a quick resolution.



Transparent

At IO, we believe that transparency is key to a great relationship. We take pride in the relationships we have built with our customers as a result of regular, clear, and honest communication. You can count on IO to keep you updated and informed.

Quick Answers...

Who is my account manager?

If you are unsure or do not know who your account manager is, please email cam@io.com.

How do I update my access list?

Your access list can be updated via the customer portal located at portal.io.com.

How do I get a copy of an invoice?

Email your customer account manager with the date of the invoice(s) needed.

How do I request Remote Hands or open any type of a ticket?

Please call the TACC at 855.260.0112 or email tacc@io.com.

How do I get packages delivered to my space?

Email tacc@io.com to inform us that you had a package delivered and include the tracking number from the carrier.

Why did my invoice amount change?

To inquire about any invoice changes, please contact your account manager. Normally, this is due to an amendment or an annual increase stipulated in your Master Services Agreement.

How do I grant unescorted access to the data center if I am not an administrator?

Only the administrator of the account may grant access to the data center. To grant a person access, the administrator on the account must contact tacc@io.com or submit a request via the customer portal located at portal.io.com.

How can I ship out a package?

IO does not ship packages. If you need assistance with shipping a package, contact your account manager or email tacc@io.com and they can give you a list of managed services providers who provide this service.

Need something else? Let us know...

Name

Company

Email

Phone

Subject



Message



www.io.com