



How can I contact support?

You can email us at support@n3t.com or call 888-499-0862.

What are the support line hours?

24/7/365. ** Emailed tickets are only monitored Monday-Friday during regular business hours. Please CALL support if you need assistance after hours or on the weekends.

What is the standard response time after submitting a ticket?

< 2 hrs Monday-Friday. Whether you call or email, a case will be opened to address your issue and you will receive an email notification. The case will then be assigned to a Net3 engineer, who will begin to work on your case and he/she will reach out to you through the ticket via email.

What is the standard response time for a critical event?

If you experience production failure or other disasters that interfere with business critical services, CALL the support line and a Net3 engineer will respond immediately to restore your business functionality. When calling outside of normal business hours/weekends, an Engineer will respond < 2 hrs of notification.

Where can I find details about my open case?

You can contact Net3 Support at 888-499-0862 between the hours of 8am-5pm EST Monday through Friday. Your case is also available to view through the Customer Support Portal <https://www.n3t.com/support>.

**For clarifications, call
(864) 991-3389 and ask to speak
with your Account Executive**