



Splice Customer Care

"It is quite simple. Your back office support is incredible".

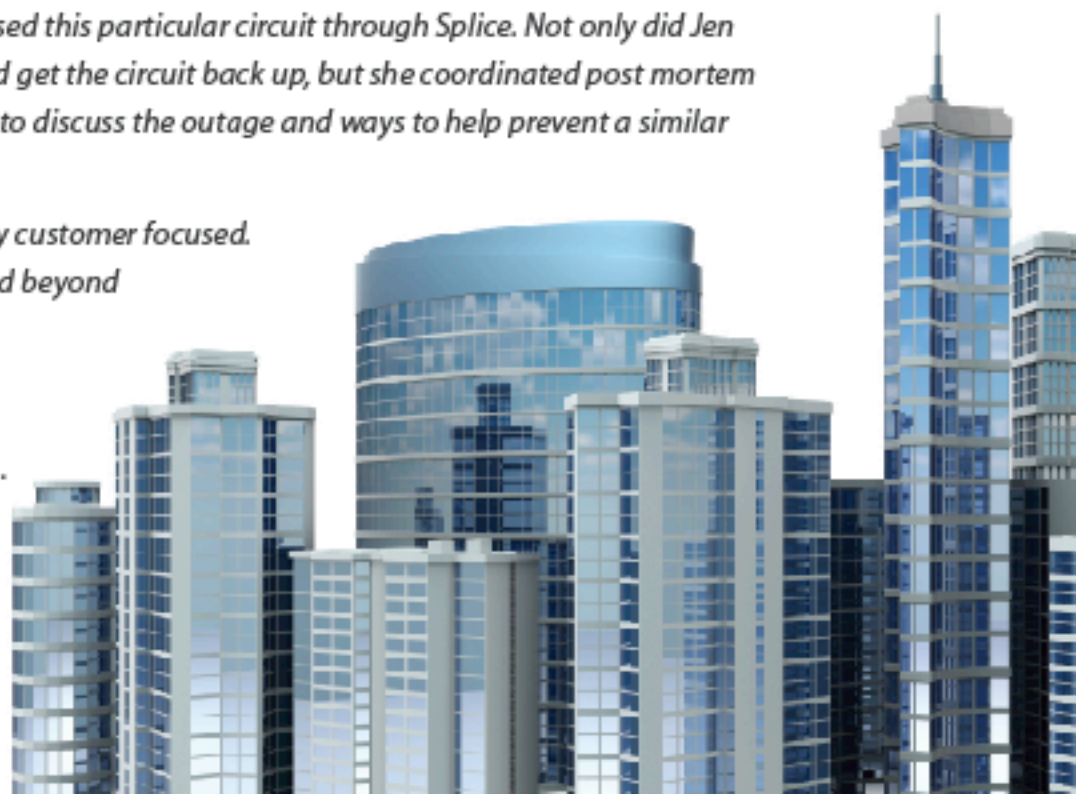
Here is what one of our customers had to say about our amazing service delivery team...

I wanted to tell you a quick Splice success story. The reason I look to Splice for our company's data networking requirements is quite simple; your back office support is incredible! Splice has gone above and beyond for us and recently helped us out of a huge bind.

We had a Verizon outage on our OC-48 service and this particular circuit was not even purchased through Splice (unfortunately). I had been escalating with Verizon support directly and could not get any traction with their NOC. Our company was in trouble because this OC-48 carried mission critical data traffic. Although I ordered the circuit direct with Verizon, the only thing I could think of to do, was reach out to Splice. I have several other circuits through Splice, and I remembered how experienced they were and how they always seemed to know how to get things done for us with the carriers. I called the Splice support desk and Jennifer Redner took my call. I asked her if she had any escalation names and numbers of Verizon contacts that might be helpful in getting executive visibility into our outage. Jen told me that she could get the right Verizon people involved. On top of that, she offered to drive the ticket resolution for me, even though it was 10:00 pm on a Saturday night. This was so far above and beyond anything I have ever received from a carrier, and it was not even a Splice responsibility since I had not purchased this particular circuit through Splice. Not only did Jen escalate the ticket within Verizon and get the circuit back up, but she coordinated post mortem meetings with Verizon and my team to discuss the outage and ways to help prevent a similar event in the future!

*Splice is truly amazing and extremely customer focused.
Thank you Splice for going above and beyond
in your customer care.*

*Sincerely,
A very grateful customer...
Lou Vitale, Sparkplug*



The Splice Experience. Simplified Carrier Management.

Welcome to the Splice Support & Service Delivery Team.
Our team is your team. Part of your staff, not your payroll!

Splice Customer Service Mission

The mission of our team is to provide our clients and their customers with the highest caliber of service & professionalism as we manage the multifaceted environment of telecommunications.

Our team enjoys combined industry experience of over 100 years. We are well versed in project management, implementation and are driven by processes and procedures that are designed for excellence. The Splice Service Delivery Team allows our clients to focus on their own core business by eliminating the headache of managing 'the carrier' to deliver services.

Service Delivery

Splice provides project management functions for some of the world's largest organizations. No matter what business processes we own for our customers, we deliver our tailored solutions through strong strategic partnerships based on our core competencies of:

- Large Scale Project Management and Implementation
- Quality Assurance and continuous improvement strategies
- Process driven procedures designed for excellence

These competencies provide a dynamic foundation of organizational skill allowing us to remain agile in meeting client and market demands, while maintaining operational excellence in the delivery of any service we perform for our clients. Our customers rest in our care as we manage the process for them.

Customer Care Center

Splice has 24x7x365 Network Operations customer support coverage. Our customer support staff is available to manage service tickets coordinating with the specific vendor and managing all testing, troubleshooting and on-site requirements necessary for resolution. Many carriers offer proactive network monitoring. For those products / services customer networks are pro-actively monitored for service disruptions. When sustained errors on a network are captured, customers are notified to ensure they are aware of a potential issue.

*To open a maintenance ticket contact
Splice technical support at
support@splicetelecom.com
or 1-877-SPLICE-IT
(1.877.775.4234).*

*Please reference your circuit ID#,
installation address & service type
when reporting trouble.*

