

Overview

A key challenge for today's broadband service providers is building a support strategy that is properly aligned with customer expectations. Creating the infrastructure and expertise to handle customer issues can become a daunting task. Without consistent and competent support, service providers can expect repeat calls, poor service level performance, low customer satisfaction and increased churn.

teleNetwork can provide a well-structured and experienced broadband help desk that strives to solve your customer's issues on the first call. Our Broadband Help Desk is designed to seamlessly integrate with your service delivery model. Using redundant and highly-available technology, a strong labor model and years of proven success developing and refining process, we can provide support for:

- ◆ High-Speed Internet connectivity
- ◆ E-Mail and Webmail
- ◆ Security Software
- ◆ Data Backup Software
- ◆ Customer Portals
- ◆ Home Networks
- ◆ VoIP
- ◆ IPTV

teleNetwork's Broadband help desk can help you achieve your goals:

Reduce support and operational costs

- ◆ fewer repeat calls, less truck rolls, efficient management of outages and less rework

Increase customer loyalty and retention

- ◆ provide a complete customer experience throughout the customer life cycle

Improve help desk service level performance

- ◆ exceed SLA performance and strive for one call resolution on every call

Transform the help desk from a cost center to a revenue generator

- ◆ up-sell and cross-sell HSI upgrades and value added services

About teleNetwork

teleNetwork is a leading provider of outsourced technical support services and help desk solutions for industry leaders in telecommunications including ILECs, wireless carriers, and cable MSOs. teleNetwork has been recognized by Boardwatch magazine for providing "Excellence in Customer Service," with over 25,000,000 end users, teleNetwork services are leveraged to improve customer experience while reducing operational costs. By partnering with teleNetwork, broadband service providers have increased ARPU, decreased churn, and improved customer satisfaction.

To learn more about teleNetwork's Broadband Help Desk solution, please visit us at www.telenetwork.com or contact our sales team directly at 512.707.3111.