

## Overview

We live in a mobile world that requires connectivity wherever we go. Keeping your customers connected and productive is priority number one. When they are on the road they need service and devices they can rely on. That's your core business, but if something breaks, you need a help desk with the expertise to handle complex mobile support issues. teleNetwork's mobile help desk can help your customers no matter where they go.

## Broadband Support

Mobile broadband services enable your customers to be connected wherever they go. Staying connected to their home or office allows them to take their mobile lifestyle or their work with them. Service providers face great challenges keeping these customers connected. teleNetwork can be there to support your customers when they are on the go. Using proven mobile support processes and years of success supporting broadband technology, teleNetwork can provide excellent customer service combined with the technical expertise to keep their mobile broadband devices connected.

teleNetwork's Mobile Help Desk team can support a variety of Mobile Broadband devices including:

- ◆ Broadband PC Cards
- ◆ USB Modems
- ◆ Tethered Smartphones
- ◆ Netbooks and notebooks with built-in Broadband Cards

## Smartphone Support

Wireless carriers and IT departments face significant challenges in supporting smartphones and PDAs. End users are on the road or tied up in meetings with little to no time to work on smartphone issues. teleNetwork's Smartphone Support can take the challenge out of supporting smartphones and PDAs by using our Mobile Support Client which allows our Mobile help desk team to remotely connect to a mobile device and resolve issues quickly.

Using our Mobile Support Client, we can increase first call resolution and improve customer satisfaction by quickly connecting to an affected device and resolving the issue. The customer does not have to deal with the frustration of trying to understand complicated instructions or having to turn in their mobile device. Instead they get what they need, a working mobile device with little to no hassle when something breaks.

teleNetwork's Mobile Support Client is compatible with phones running the following operating systems:

- ◆ BlackBerry
- ◆ Windows Mobile
- ◆ Symbian

To learn more about teleNetwork's Mobile Help Desk solution, please visit us at [www.telenetwork.com](http://www.telenetwork.com) or contact our sales team directly at 512.707.3111.