






# ACCESS NETWORKS SUPPORT OPTIONS

When it comes to providing support, Access Networks has multiple ways to contact us depending on your specific need. We do our best to match you with an experienced support specialist based on the issue and promise to offer unmatched assistance throughout the entire process.

	SUPPORT TYPE	DETAILS
<b>BEST</b> 	Submitting a case on MyAccess	<ol style="list-style-type: none"><li>1. From the homepage of <a href="#">MyAccess</a>, click on the "Support" tab found on the top navigation bar</li><li>2. Click the "Open a Case" button from the dropdown list</li><li>3. Enter a detailed description &amp; system type</li><li>4. If emergency support is needed, select "Yes" in the dropdown menu</li></ol> <p>***Note that emergency support is only available to Core systems with activated Live Monitoring or Core Wireless systems with Premium Support</p>
<b>BETTER</b> 	Emailing our Support Team	<ol style="list-style-type: none"><li>1. Send an email to <a href="mailto:support@accessnetworks.com">support@accessnetworks.com</a> and make sure to include the following information:<ul style="list-style-type: none"><li>• Site Name</li><li>• Thorough Description of the Issue</li><li>• On-site or Remote Status</li></ul></li><li>2. Once sent, this enters you into the queue and a member of the support team will contact you as soon as possible</li></ol>
<b>GOOD</b> 	Calling to Speak with an Agent	<ol style="list-style-type: none"><li>1. Call (661) 383-9102</li><li>2. Answer the prompted questions about your support need to be matched with a support expert</li><li>3. Request a call back to hold your place in the queue without having to remain on the phone OR stay on the line until an agent is available</li></ol>

	STANDARD SUPPORT HOURS	EMERGENCY SUPPORT HOURS
Weekdays	6:00AM - 5:00PM PT	5:00PM - 9:00PM PT
Weekends	N/A	7:00AM - 9:00PM PT



WEB

[ACCESSNETWORKS.COM](https://accessnetworks.com)

EMAIL

[CLIENTSERVICES@ACCESSNETWORKS.COM](mailto:CLIENTSERVICES@ACCESSNETWORKS.COM)

OFFICE

661.383.9100