

## Procedure for Reporting a Service Request

We have devised the following multi-tier communication lines to enable efficient and effective response to your requests for IT assistance. Please review the contents of this document in detail and do not hesitate to contact us with any questions.

### Email

All non-emergency issues should be initially submitted via email to [service@icgi.com](mailto:service@icgi.com). The email Subject Line MUST contain your Company Name and a brief description of the service issue. The body of the email should contain more specific information regarding the service issue and MUST contain your email address and call back number.

An automatic email response with your Service Ticket Number will be generated. We will address these requests on a first-come, first-served basis. **Please do not report the same issue multiple times via email** as this will generate multiple Service Tickets for the same problem. Please do not call after opening the ticket – an engineer will call you as soon as possible to resolve your issue.

### Phone

Urgent matters (i.e. network is down) should be reported immediately via phone to (888) 809-4685 or (305) 463-4000 for prioritized response. You MUST provide your Company Name and a brief description of the service issue, along with your name and call back number at the time of making the service call. We welcome calls to the Service Desk to inquire into the status of an existing Service Ticket if you have not been contacted after a couple hours of reporting the request via email.

### Virtual Chief Information Officer (vCIO)

Business owners and Authorized Client Representatives should escalate any matters that require special attention to their vCIO. Your vCIO will also be in frequent contact with you to ensure that all pertinent IT matters are communicated clearly and addressed accordingly. It is imperative that the vCIO be kept informed of any and all pertinent matters so that he/she can ensure that ICG is responding and reacting with the proper sense of urgency. Please feel free to copy your vCIO on email communications.

### Information to Include with ICG Service Ticket Request:

- In the subject line of the email provide a brief description of the issue
- In the body of the email include the following information:
  - Is this affecting just you or multiple users?
    - If multiple users (please list them)
  - Are you working on your local PC or on a terminal server/remote desktop?
  - Are you working in the office or remotely?
  - Is there an issue with just one program or multiple programs?
    - Which Program(s)?