

123NET PROVIDES ENTERPRISE DATA CENTER, NETWORK & VOICE SERVICES TO MICHIGAN BUSINESSES



EMERGENCY CONTACT INFO

Critical Outage (24/7):

- 888.440.0123
- Escalation Listed Below

NON-EMERGENCY CONTACT INFO

123NET Customer Care:

- 888.440.0123 Call or Text
- support@123.NET
- Web Portal:
https://secure.123.net
- LiveChat Online

Billing Department:

- 888.440.0123 option 2
- ebilling@123.NET

New Order Submission:

- agentorders@123.NET

Move-Add-Change

(MAC) Order Submission:

- projects@123.NET

TROUBLE REPORTING & MAINTENANCE

Thank You for Using 123NET Services

Every 123NET customer has access to live, around-the-clock, Michigan-based support. Clients can reach 123NET by email, phone, or online support request. Providing customers with world-class support for their accounts separates 123NET from the competition.

TROUBLE TICKET

Provide the Following Information When You Open a Trouble Ticket

Upon receiving your report, 123NET will immediately begin coordinating efforts to effect appropriate repairs and restore service. The 123NET NOC technician will provide you with timely and continual updates throughout the entirety of your service inquiry.

- **Please have your service address or circuit ID available (You will need your account PIN or number available to make changes services). Please prepare to answer the following questions:**
- **Are you able to get online? (data services only)**
- **Can you verify that there is power to your building?**
- **Confirm if you can receive incoming calls (for voice services only)**
- **Confirm if you can make outgoing calls (for voice services only)**
- **When did the issue begin?**
- **Have you had any recent infrastructure changes?**
- **Have you contacted your managed service provider/IT staff?**

ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Christopher Hyatt	248.228.8212	chyatt@123.NET
Level 2	James Nowlan	248.228.8211	jnowlan@123.NET
Level 3	Ryan Duda	248.228.8202	rpd@123.NET

BILLING ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Leah Sherrill	248.228.8230	lsherrill@123.NET
Level 2	Carol Johnsonbaugh	248.228.8213	caj@123.NET
Level 3	James Kandler	248.228.8205	jkk@123.NET