

# SoftCom

## CUSTOMER SUPPORT

Expert live support on demand 7x24x365

**EXPORT LIVE SUPPORT**  
7x24x365

**TELEPHONE SUPPORT**  
855-547-2146

**EMAIL SUPPORT**  
[support@softcom.com](mailto:support@softcom.com)

**ONLINE RESOURCES**

**PREMIUM SUPPORT**

### Customer Support

*'SoftCom strives to deliver a superb customer experience. Our goal is not only to provide excellent customer support but to do it in timely fashion, which is why we aim to answer all calls to us in under two minutes and all email requests in under one hour. We truly believe that the customer comes first. If you have compliments or concerns you can always contact me directly by sending an email to [supportmanager@myhosting.com](mailto:supportmanager@myhosting.com), I am always eager to hear from our clients and suggestions are always welcome'.*

Modestos Gikizas, Customer Support Manager

Expert live support is available 7x24x365 by telephone, email and there is a wealth of online self service resources that are regularly updated.

### Support by telephone - 855-547-2146

Support telephone calls are connected to a customer service rep in less than 2 minutes. The customer service rep has detailed knowledge of our services and has access to many internal resources to help you solve the problems you are encountering.

### Support by email - [support@softcom.com](mailto:support@softcom.com)

Emails received by [support@softcom.com](mailto:support@softcom.com) are acknowledged by an auto responder which provides a ticket number. Within 60 minutes a customer service rep will provide an email response.

Our website also provides a "Contact Us" form which can be used to send support requests.

## Online Self Service Resources

SoftCom operates and updates a variety of online resources which provide a range of information on our services including:

- Service Status Blog  
<http://myhosting.com/statusblog>
- Business Resource Center  
<http://sbs-sharepoint.softcom.com>
- Technical Wiki Knowledgebase  
<http://softcom.com/business/kb>
- Online Forums  
<http://myhosting.com/forums>

## Premium Support

Customers have the option to enhance the Customer Support service by subscribing to Premium Support. The Premium Support service assigns your company a solutions expert who can tailor solutions to your unique and changing requirements. The solutions expert becomes an extension of your IT team on an ongoing basis and ensures maximum productivity of your services.

## Customer Feedback

Michael

*SoftCom seems to have found the magic mix of automated self provisioning and yet still maintains excellent service levels with human contact with skilled and knowledgeable account managers empowered to actually fix and improve problems when they arise. I recommend them without hesitation.*

Neil

*We have been using the Exchange Professional system for several domains for over 3 years and I have to say that the system works very well and the close level of support is beyond expectation.*

Tom

*My companies have been a SoftCom customer for now over a decade. With 25 live websites, and hundreds of domain names, we have experienced the 'ultimate' in service, support, features, uptime, and best value for our technology dollars.*



## About SoftCom

SoftCom is a global messaging and collaboration leader that provides organizations around the world with a suite of hosted integrated business class applications designed to increase business value.

