

Support

Customer Service is a key element to all successful companies. Segra is no exception. As we continue to grow, Segra's ability to differentiate its products and services by our customer service is absolutely critical. It is with this focus that we created Segra's Customer Solution Center (CSC).

The CSC is Segra's tier one customer support group responsible for handling and triaging all incoming requests. The solution center is intended to be the first stop to solve our customer's issues with just one call. The CSC is supported by the CNOC, NOC and Billing operations to handle all troubles that require escalation or tier two support.

Our CSC is here to actively listen to your needs and/or concerns whether it concern the management of your voice services, billing inquiries or troubles. Please give us the opportunity to serve you.

CUSTOMER SOLUTIONS CENTER ESCALATION LIST

TECHNICAL/ CUSTOMER	1 st Level	TCSC Technician On-Duty (M-F 8A-5P EST)	833.467.3472 customercare@segra.com
	2 nd Level	Cheryl Morlan Technical CSC Manager	800.294.9910 cheryl.morlan@segra.com
	3 rd Level	Nicole Smart Sr. Director, Customer Service	800.294.3928 nicole.smart@segra.com
BILLING	1 st Level	BCSC Specialist On-Duty (M-F 8A-5P EST)	833.467.3472 billingsupport@segra.com
	2 nd Level	Teresa Bright Manager, BCSC	800.264.3820 teresa.bright@segra.com
	3 rd Level	Nicole Smart Sr. Director, Customer Service	800.294.3928 nicole.smart@segra.com