



An exceptional customer experience (CX) starts with a personalized customer journey

Windstream Enterprise Service Assurance—powered by best-in-class diagnostic, communications and quality management tools—will ensure you receive the specialized and dedicated CX your business demands.



Supported by experts centered on your business

Our small, highly trained team of analysts have full accountability for delivering an unrivaled service experience with:

Faster, more efficient problem resolution through a deeper understanding of your unique solution design

Proactive consultations on how to best optimize your solutions that address your business objectives

Insights gained via shared knowledge and experience



Enabled by innovative technology

Our new tools and best-in-class service automation, including an enhanced ticketing system, chat application, IVR and more, enable our analysts to resolve issues faster. Expanded automation allows us to:

Proactively monitor, identify and alert you on any underlying issues

Streamline problem isolation and initiate troubleshooting steps within minutes

Case deflection to get the actionable tickets to the right technicians faster



All delivered through a single pane of glass

Problem resolution begins with WE Connect—the gateway to your technical support team:

All service requests submitted via WE Connect are immediately assigned to an analyst on your dedicated team who ensures proper and timely management of your request through closure

Your analyst will keep you updated throughout the process, with timely and effective communications

You can chat live with an expert, 24/7, if you need assistance after-hours

How to request support

1 Engage your technical support center through **WE Connect** at any time, from any device.



→ In the top menu, select **Support**, then **Create New Service Ticket**

2 Escalate an open Service Ticket at the top right of the banner or utilize the contacts under Your Repair team for additional support.

→ Navigate to the **Dashboard** and select **Support**, then **Service Ticket Request**

3 For assistance with WE Connect, contact us 24/7 at **800.600.5050**.

Our Service Assurance Centers



Cloud-enabled connectivity, communications and security—guaranteed.

Windstream Enterprise drives business transformation through the convergence of our proprietary software solutions and cloud-optimized network to unlock our clients' revenue and profitability potential. Our managed services streamline operations, enhance productivity and elevate the experience of our clients and their end users while securing their critical data and brand reputation. Analysts certify Windstream Enterprise as a market leader for our product innovation, and clients rely on our unrivaled service guarantees and best-in-class management portal. Businesses trust Windstream Enterprise as their single-source for a high-performance network and award-winning suite of connectivity, collaboration and security solutions—delivered by a team of technology experts whose success is directly tied to our clients' complete satisfaction.

To learn more about our solutions, visit windstreamenterprise.com

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