



## Contact & Escalation Procedures for Dedicated Server Clients

### **During Standard Business Hours (M-F, 7:30-5:30)**

#### **All Technical Support**

1. Preferred Method of Contact: Email your issue to [hosting@IQnection.com](mailto:hosting@IQnection.com) and be sure to include your name, web address and preferred contact information.
2. Call our main line at 1.866.400.HOST (1.866.400.4678) and when prompted, press #1 for the Hosting Department.

#### **Emergency Technical Support**

1. During normal business hours, please call our main line at 1.866.400.HOST and when prompted, press #1 for the Hosting Department.

### **During Off Hours, Holidays & Weekends**

#### **Standard Technical Support**

1. Our preferred method of contact is for you to email your issue to [hosting@IQnection.com](mailto:hosting@IQnection.com) and be sure to include your name, server name, and preferred contact information.
2. Call our main line at 1.866.400.HOST (1.866.400.4678) and when prompted, press #1 for the Hosting Department. Then press 2 for Dedicated Hosting and speak with our operator.

#### **Emergency Technical Support**

1. Call our main line at 1.866.400.HOST (1.866.400.4678) and when prompted, press #1 for the Hosting Department. Then press 2 for Dedicated Hosting and speak with our operator. If your server is down or need immediate support, request to speak directly with one of our technicians.
2. Email your issue to [911@IQnection.com](mailto:911@IQnection.com) and be sure to include your name, web address and preferred contact information.

Emergency Cell Phone Contact: 267-471-4453

Instant Messenger: IQnection