

- [What are your hours of operation?](#)
- [What is your response time for downed networks?](#)
- [Can I schedule a call at a specific day and time?](#)
- [Do you charge a travel charge or trip fee?](#)
- [What are your rates?](#)
- [Can I schedule an appointment online?](#)

### **What are your hours of operation?**

We schedule service calls Monday thru Friday, 8am – 5pm. However, we also offer service on weekends, holidays, and evenings. 'Emergency Service' rates apply for any calls scheduled after hours.

---

### **What is your response time for downed networks?**

Downed networks are prioritized as an emergency. During business hours, you can expect a phone call within 15 minutes, and if necessary, a person on site within 2 hours.

---

### **Can I schedule a call at a specific day and time?**

While we try to accommodate everyone's schedule, due to the nature of our industry, we can not guarantee time slots. We schedule service calls "first come, first serve" and based on the nature of the issue. Companies whose networks go down take top priority.

---

### **Do you charge a travel charge or trip fee?**

No!

---

### **What are your rates?**

Our rates are very competitive! [Contact us](#) via email or phone for current prices.

---

### **Can I schedule an appointment online?**

Frequently Asked Questions

Yes! You can schedule online using our ["Service Request"](#) page. Service calls scheduled online will receive a confirmation email with details of your requested day/time.

---