



## IT'S REPORT CARD TIME...

How would you grade your current subscriber tech support?

\_\_\_ **Commitment**

My subscribers get immediate assistance from real, live, friendly Americans 24 hours a day, 365 days a year.

\_\_\_ **Technical Expertise**

When subscribers have trouble with IPTV programming, satellite Internet, Wi-Fi hotspots, VoIP, firewalls or phone service, my customer service representatives know how to help.

\_\_\_ **Subscriber Satisfaction**

My subscribers are highly satisfied with the technical support they receive.

\_\_\_ **Affordability**

My technical support is economical and both my subscribers and my company receive good value.



### Mediocre grades?

Before you invest more into your current support services, you owe it to yourself and your subscribers to learn how NRTC can help you expand your capabilities and save you money.

### Great Value and Outstanding Support

- Comprehensive 24x7 Tech Support
- Customized for Your Subscribers
- Collaborative by Design

### NRTC – Your Cooperative Partner

NRTC is a cooperative, owned by its members. NRTC uses the collective bargaining power of more than 1,500 members across the country to evaluate and provide the products and services you need, at affordable rates. And because we're a cooperative, members that do business with us can earn a portion of their investments back through patronage capital. NRTC is driven by your commitment to improve the quality of life in rural America.



**Raise the Grade on Your Technical Support: TrueBand Tech Support from NRTC**



**A Commitment**

- ✓ Trained technicians answer residential and business calls 24x7, 365 days a year in English and Spanish, and NRTC pays for the telephony
- ✓ Two call center resources operate in four locations in rural America
- ✓ Greetings and e-mails are fully branded to your company
- ✓ Fully customizable troubleshooting processes and escalation paths are written by professional technical support content writers to your exact specifications and requirements

**A Technical Expertise**

- ✓ Tier One and Tier Two support for your “Triple Play” offering of VIDEO, DATA and VOICE
  - IPTV, DIRECTV, Cable TV
  - Internet connectivity through WiMAX, Wi-Fi, FTTH, DSL, cable, satellite and dial-up
  - Network security and personal computer issues
  - VoIP, After-hours Traditional Phone Support (PSTN)
- ✓ “Remote Assist” technology enabling tech support to fix issues on your subscribers’ computer systems remotely

**A Subscriber Satisfaction**

- ✓ Robust, interactive call ticketing system that allows you to open, close or update tickets as well as schedule support call-backs to your subscribers
- ✓ Two-way communications via an online portal that collects your feedback and houses real-time reports, helping you understand your subscribers’ support requirements to better manage their video, data and voice experience
- ✓ Live call monitoring to listen to support as it is given to your subscribers and to see how well tech support is representing you
- ✓ Customer satisfaction survey results and call reporting summaries sent to you monthly to show you how satisfied your subscribers are with tech support
- ✓ Onsite NRTC manager serving as your advocate with tech support

**A Affordability**

- ✓ Affordable service with flexible pricing options—per subscriber/per month or per minute
- ✓ Leverage the buying power of 1,500 members

**Take Advantage of NRTC Membership with TrueBand Tech Support.**

**Contact us today at 866-672-6782 or [TrueBand@nrtc.coop](mailto:TrueBand@nrtc.coop).**