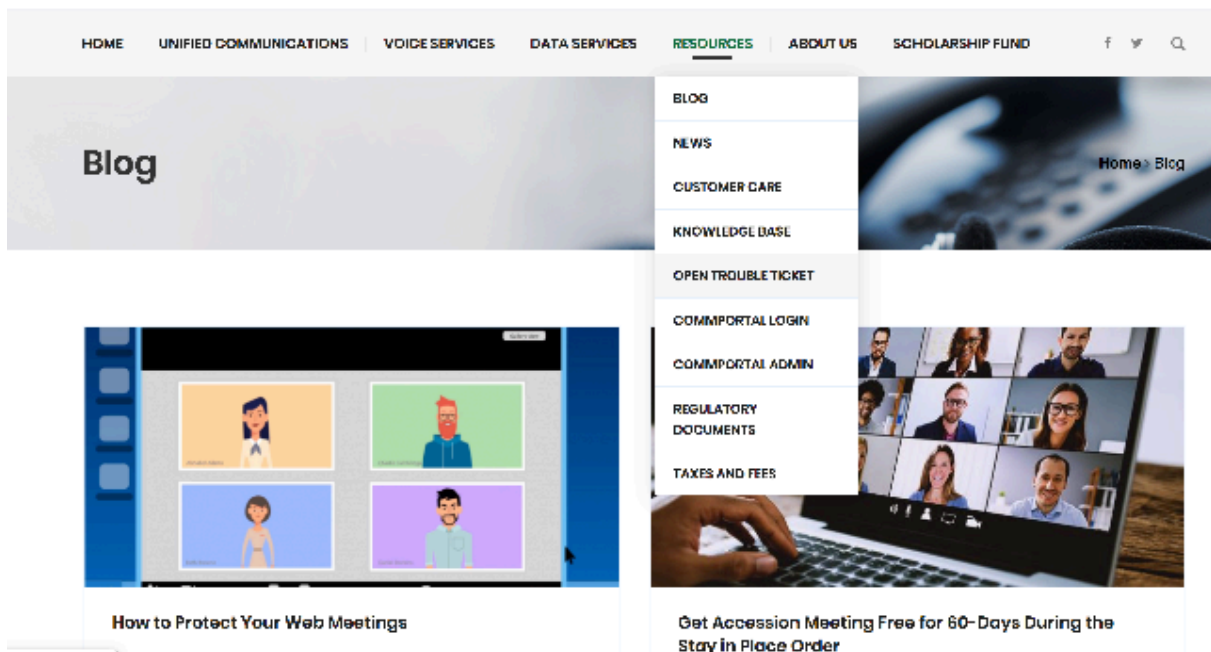# Utility Telecom
How to Open Up a Trouble Ticket

This guide is intended to help you learn how to open up a trouble ticket on uyt.co. If you have any questions, call us at 877-965-7800 or email service@uyt.co.

UtilityTelecom
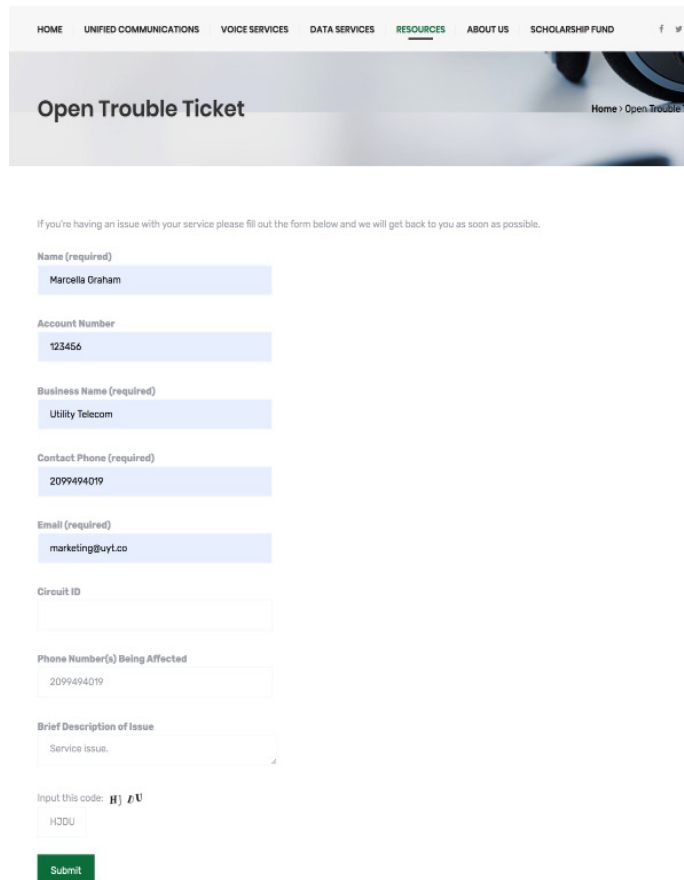**Digital Business Communications**

How to Open Up a Trouble Ticket

Opening up a trouble ticket to reach our customer service team is simple. It saves call wait times and gives you immediate support to your issues. Follow these easy steps to open up a ticket online:

1. In the home menu bar on uyt.co, navigate to the "Resources" tab. Underneath the tab you will see the "Open Trouble Ticket" page. This will lead you to a landing page to open up a ticket.

2. On the "Open Trouble Ticket" page you will see a form that will need to be filled out before your trouble ticket is submitted. Please note that if the "required" fields are not properly filled out the form will not submit. When filling out this form please give as much information as possible so our team can better assist you.

3. Once the form is submitted you will see a message at the bottom of the form that states "Thank you for submitting your ticket. A customer service representative will be with you shortly". Our customer service team has now received your inquiry, and an email will be sent to the email you provided in the form.

4. Once you check the email you provided in the form you will see an automated message from our customer support team. In this email you can access your ticket number. Our team will contact you within 30 minutes during normal business hours.

Our business hours are 7:00 a.m. to 6:00 p.m. Monday-Friday and 8:00 a.m. to 4:00 p.m. on weekends and holidays. If you need immediate assistance after hours please contact our customer service number at 877.965.7800.

Uitlity Telecom Support Request
CustSrv Dropbox

Sent: Friday, May 08, 2020 12:17 PM
To: marketing
Cc: CustSrv Dropbox

Your support request has been received. Your support ticket number is **TICKET:169926**. We will get back with you as soon as possible.

We respond to ALL requests. If you don't get a response from us, please check the email address you provide us (**marketing@uyt.co**) and check your email settings. Please also be sure to check your SPAM folder, as sometimes our responses can end up there.

—

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This message was scanned by Utility Telecom and is believed to be clean.
Click here to report this message as spam.

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or service@uyt.co

Visit uyt.co Today For Information!