Customer Support Policy

ERC Broadband (ERC) is committed to supporting its customers during non-business hours. As a rule, after hours – the time between 5:00 pm through 8:00 am, all day on weekends and holidays – the ERC staff provides on-call support coverage.

Whereas ERC support is available after-hours for access to customer's rackspace, it is important to note that certain ERC services may require scheduling or result in unnecessary delays. It is also important to note that resolution of any problem during non-business hours may be dependent upon the nature of the problem and the availability of resources or service and parts from third party vendors.

For any planned shutdown of any network resource, or for maintenance windows, ERC customers will be notified via e-mail in advance.

Reporting Procedure

Emergency or Non-Emergency, Normal Business Hours
If a customer experiences an issue during normal business hours, please call ERC at (828) 350-2415 and report the issue. An ERC technician will respond accordingly.

Non-Emergency, After-Hours
If a customer experiences an issue after-hours, and if that issue is a non-emergency, the operator should email the ERC team (at support@ercbroadband.com) and explain the issue. A second option is to call the ERC after-hours number at (866) 372-7110, and follow the prompts for a non-emergency. By calling the ERC after-hours line, a voice mail message is captured and distributed to ERC team members. Such reports (email or voice mail) will be addressed as quickly as possible the next business day.

Emergency, After-Hours
If a customer experiences an emergency issue after-hours, the operator should email the ERC team (at support@ercbroadband.com) to document the issue in clear, concise bulleted points. The operator should follow-up with a call to the ERC after-hours number at (866) 372-7110 and follow the prompts for an emergency. By calling the ERC after-hours line, a voice mail message is captured and distributed to ERC team members. Such reports (email or voice mail) will be addressed upon receipt.
If during the emergency a visit is required to the ERC data center, this should be noted in either your email or voicemail. ERC will respond within two hours of the onsite visit request and coordinate access. [Note: The ERC requires escorted access to all Point of Presence customers.]

ERC takes customer support seriously. Should any communication not support customer needs, the ERC technician may escalate the issue to his/her manager and/or to senior ERC staff.