

Forerunner Technologies, Inc. - Customer Service

1-855-378-3282
Hours of Operation 7:30 a.m. to 5:30 p.m. EST Monday – Friday
Introduction:

Forerunner Technologies, Inc. strives to provide first-class Customer Service. The process is designed to provide all our customers with timely and professional assistance. We’ve designed the process based on feedback from our customers, and we strive to exceed your expectations. Below is an outline of the process and escalations needed to get the assistance you need and to resolve the problem as quickly as possible.

The Forerunner Technologies, Inc. Customer Service Center:

We manage all customer issues through our Customer Service Department. The Customer Service Department provides you with a single point of contact within Forerunner Technologies, Inc. to make communication simple and easy. Our customer service staff will ensure that the right people and resources are provided to resolve your issue. This will be done at the appropriate level of priority based on the issue reported.

The Process:

During Operation Hours of 7:30 a.m. to 5:30 p.m. EST Monday – Friday, please call Customer Service at 1-855-378-3282 or email to support@ftrinc.com. The Customer Service Representative will document the issue, enter a service ticket, and give you your incident number. This incident number is referenced by all Forerunner team members and will provide the most accurate and timely status. Forerunner Technologies, Inc. will triage the situation and, if possible, repair the issue remotely or dispatch a Field Technician out to site to resolve the issue.

Escalation Process:

If you experience an issue or problem with any of the services Forerunner Technologies, Inc. has provided to you, or your issue is not resolved in a timely manner, there is a clear process you can follow to escalate the issue to a manager or executive.

The Escalation Process desires to:

- Identify the escalation points within Forerunner Technologies, Inc.
- Identify specific contact points for use at each stage including responsibilities of Forerunner Technologies, Inc. personnel.
- Identify what you can expect from Forerunner Technologies, Inc. while we are working to resolve your service issue.

We also provide Emergency After-Hours Service to report or check on issues such as a down system.

Call the Same Customer Service Number at 1-855-378-3282

You will then be routed to Forerunner’s after-hours service desk. If you do not receive a response in a timely manner, please use the Escalation List below to ensure proper attention is provided.

<i>Escalation Level</i>	<i>Contact Name</i>	<i>Title</i>	<i>Office Number</i>	<i>Cell Phone</i>	<i>Email Address</i>
Level 1	Manny Valdez	Manager of Support Services	682 267 4826	972 467 4338	manny.valdez@ftrinc.com
Level 2	Jason Temple	Director of Technical Services	601 709 5309	601 720 9931	jason.temple@ftrinc.com
Level 3	William Angrilla	EVP of Operations	919 655 1621	919 868 2751	william.angrilla@ftrinc.com