

SERVICE SUPPORT GUIDE

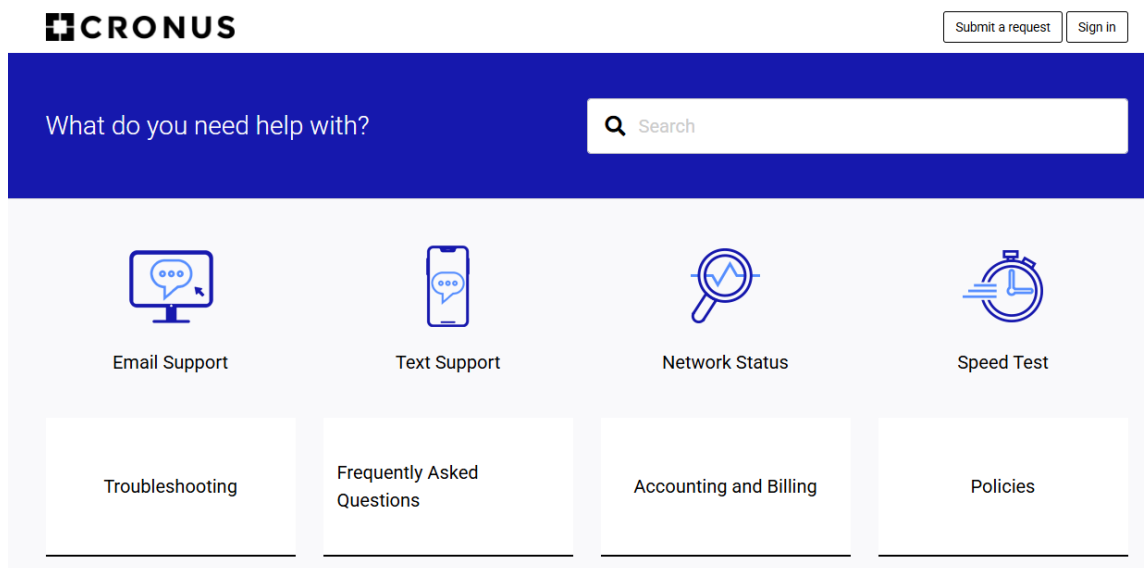
Cronus support team has created a dedicated support center for all customers in an effort to resolve any unexpected issues promptly.

Visit our Support Center to view live Network Status, open a Support Ticket, make billing changes, access articles, and videos that may help resolve any current issues you may be having.

To gain access to the Cronus Support Center, visit
cronusc.com/support

Support Recommendations

We recommend submitting a ticket request so that we can service you as soon as possible. You can click the "Submit a Ticket" button shown below. Fill in all the pertaining information on the online form. Our highly trained team members will respond quickly to deliver the support you need.



The screenshot shows the Cronus Support Center interface. At the top left is the Cronus logo. To the right are two buttons: "Submit a request" and "Sign in". Below the logo is a dark blue header with the text "What do you need help with?" and a search bar containing "Search". The main content area features a grid of eight service options, each with an icon and a label: "Email Support" (computer monitor with speech bubble), "Text Support" (mobile phone with speech bubble), "Network Status" (magnifying glass over a line graph), "Speed Test" (speedometer), "Troubleshooting" (document with checkmark), "Frequently Asked Questions" (document with question mark), "Accounting and Billing" (calculator), and "Policies" (document with checkmark).

Network Operations Center (NOC)
Support Options:

Call: 844.799.9933
Email: support@cronusc.com
Text: 844.493.7955

Please have your Circuit ID & Company Name ready when you open a ticket.

Updated July 2025

