

SERVICE SUPPORT GUIDE

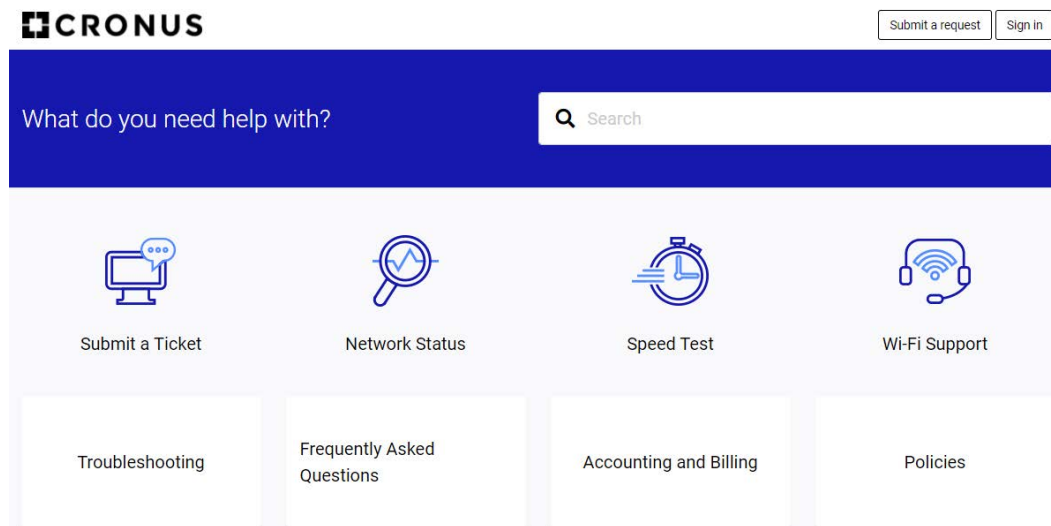
Cronus support team has created a dedicated support center for all customers in an effort to resolve any unexpected issues promptly.

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.



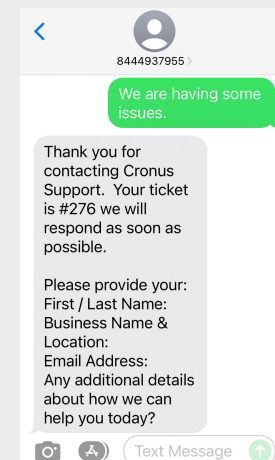
Network Operations Center (NOC)

Toll Free: 844.799.9933
Michigan: 313.334.7647
Email Support: support@cronusc.com
Text Support: 844.493.7955

Please have your Circuit ID & Company Name ready when you call or email.

Updated February 2022

New Feature



Open a Support Ticket via Text Message

Simply text from your messaging app to:
844.493.7955

Message & data rates may apply.

All support tickets will be managed in the order they are received. Text support and email support are handled in the same queues.

