

# Service Support Guide

Three steps to reach us — and what to have ready.

**1**

## Open the Support Center

Scan the code below or go to [cronusc.com/support](https://cronusc.com/support). Check Network Status first — live outages and maintenance are posted there.

**2**

## Submit a request

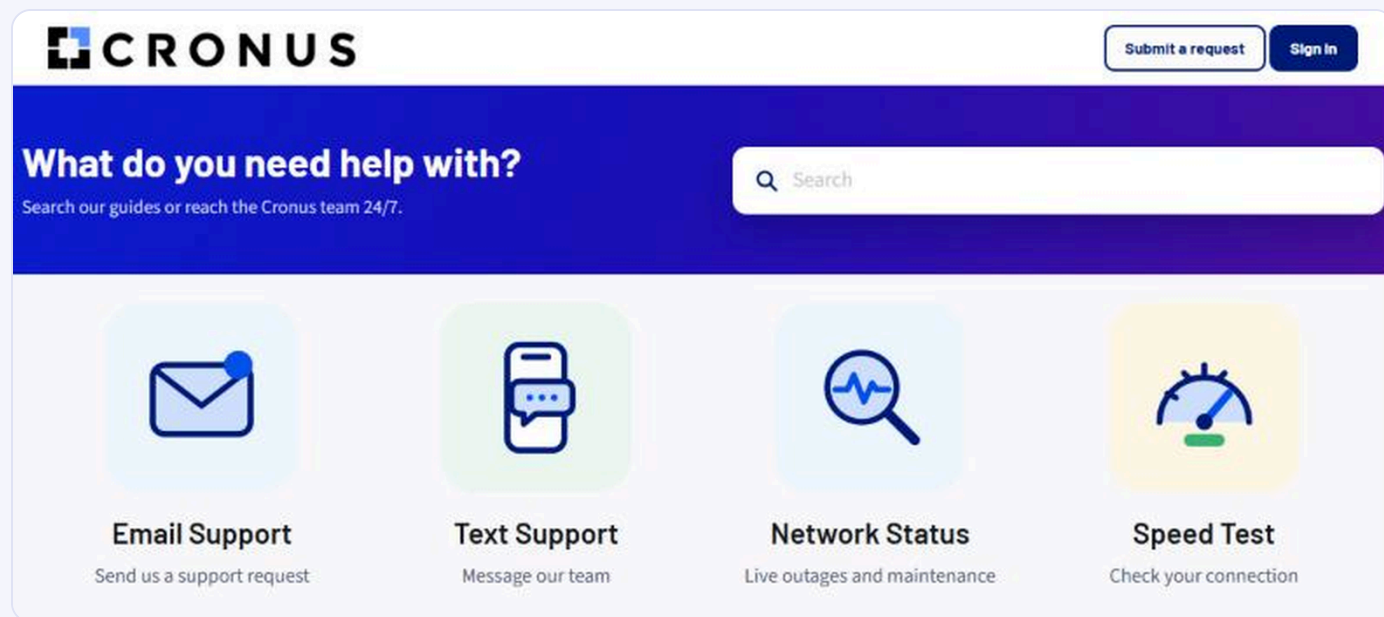
A ticket is the fastest route. Click **Submit a request** and fill in every field; the more detail you give us, the faster we resolve it.

**3**

## Have your details ready

Your **Circuit ID** and **Company Name** let us find your service immediately, whether you ticket, call or text.

WHAT YOU'LL SEE AT [CRONUSC.COM/SUPPORT](https://cronusc.com/support)



The screenshot shows the Cronus Support Center interface. At the top is the Cronus logo and navigation buttons for "Submit a request" and "Sign in". Below the header is a dark blue section with the text "What do you need help with?" and a search bar. Underneath are four service tiles: "Email Support" (envelope icon), "Text Support" (mobile phone icon), "Network Status" (magnifying glass over a pulse line icon), and "Speed Test" (speedometer icon). Each tile includes a brief description of the service.

CALL  
**844.799.9933**

TEXT  
**844.493.7955**

EMAIL  
**[support@cronusc.com](mailto:support@cronusc.com)**

DETROIT OFFICE  
**313.334.7647**



**[cronusc.com/support](https://cronusc.com/support)**

Scan to open the Support Center on your phone.