



Purpose

- To provide our clients direct support, a venue to auto-generate tickets, and a service contact person.
- To streamline and facilitate the tracking of service requests.
- To provide real-time information and status on service.
- To create an interface between client and service personnel to facilitate service.

Email reporting: Send email to support@ac-c.net (24x7)

- Only e-mails from pre-registered clients can be accepted,
- Please include the following:
 - Full description of problem: include equipment ID/type if necessary, location of equipment, and any additional information available.
 - Detailed Location: address, building, department, room number, etc.
 - Alternate Contact Information: Contact name, number and/or email address.
 - Internal Requisition, reference, cost code/center or ticket number.
 - *A reference number is required prior to deployment*

Phone reporting: Contact us at 512-819-4607 (M-F 0800-1700)

- Please include the following:
 - Full description of problem: include equipment ID/type if necessary, location of equipment, and any additional information available.
 - Detailed Location: address, building, department, room number, etc.
 - Alternate Contact Information: Contact name, number and/or email address,
 - Internal Requisition number, PO number, reference number, cost code/center or ticket number
 - *A reference number is required prior to deployment*

After Hours phone reporting: After-Hour reporting procedures will not change: Please call 512-869-4600

Client Set Up

Please call or email Chris Russell: 512-819-4607 russellchris@ac-c.net

Full Name*, E-mail address*, Contact Number(s)*, Location*, Department*, Job Title, Address

Facility location and department setup

- Location(s) (areas of responsibility)
- Full physical address and main number and email
- Departments, department code and/or acronym
- Department Phone Number

Service Tech

Techs will be alerted via email, phone call, and/or system alert when a ticket has been issued.

At the completion of all jobs, tickets should be signed by client (including printed name and date) or by a representative on site, directly on a mobile device. An electronic copy of the signed ticket will be immediately emailed to the client and uploaded to our system.

AC&C Contact

Chris "Russ" Russell

russellchris@ac-c.net (24x7)

Direct Line: 512-819-4607 (M-F 0800-1700)

After-Hours: 512-869-4600

Toll free: (877) 344-0445 ext. 4607

Fax: 512-863-4761