

At BlueStream the relationships we develop are just as important as the services we provide. We are committed to providing world class support, with a personal touch. Our customers' feedback is crucial. Not only do we want to hear it, we want to take what we hear and do something about it. We will be reaching out to you 1-week after install, 1-month after install, and ongoing every 3 months.

Our Approach to Support



Week One

A crucial time to make any adjustments necessary and receive valuable feedback from you, our customer.



Month One

As your advocate, we will follow up on your action items to ensure your expectations are met and exceeded.

- Bill Review - a post install bill review to confirm full and pro-rated charges
- Address service delivery and any additional needs



Month Three & Beyond

- Bill Review to ensure all charges and services are billing correctly
- Moves, Additions and Changes – let us handle these small but critical tasks that represent a transition in your business
- Continuous Support – all questions, concerns and education on your products should be directed our way.

Moves, Adds, Changes (MAC Services)

We know change is inevitable within a Business Organization. Priorities and projects constantly change, as well as the need to adapt your technology to those ebbs and flows. BlueStream is here for you in those times of need and change. We will work with you to ensure smooth transitions and alleviate the burden of managing those changes.

For Moves, adds, or changes, please reach out to your BlueStream Account Manager. Your Account Manager is ready to help assess the situation and advise the best way to move forward. We can you save you time and provide the necessary information to implement the needed changes. Whether you need additional services, or need to make changes to your current service, we can help with that.

Account Manager

Name:

Email:

Phone Number:

Billing Questions

Have a question on your bill? Would you like to verify that you are being billed correctly? BlueStream has built in processes to ensure that you are being billed correctly and that you understand your bill.

After your install, your Account Manager will reach out to you to review your first bill to make sure it is correct and answer any questions you may have. Your first bill will most likely include prorates, so we will also follow up with you after you have been installed 3 months. After the 3 Month mark things should be reflecting as they would on a monthly basis (unless you have made changes). We can confirm that things look as they should and address any additional questions.

Although we do make attempts to reach out to clear up any confusion, please feel free anytime to reach out to your Account Manager.

Account Manager

Name:

Email:

Phone Number:

Carrier Billing

Name:

Email:

Phone Number: