

How can I contact support?

You can email us at support@n3t.com or call 888-499-0862

What are the support line hours of operation?

All hours: 24/7

What is the standard response time after submitting a request?

Whether you call or email, a case will be opened directly to address your request. The case will be assigned to a Net3 Engineer, who will begin to work on your issue as soon as possible.

What is the response time for a business critical event?

If you experience production failure or other disasters that interfere with critical services, a Net3 Engineer will respond immediately to restore your business functionality.

Can I submit a case request myself?

Yes, the Net3 Client Portal gives you the capability to open cases without calling or emailing Net3 Support. To Access Client Portal:
www.palmettovdc.com

Where can I find details about my open cases?

You can contact Net3 Support at 888-499-0862 between the hours of 8:00am-5:00pm, Monday through Friday or check the portal at www.palmettovdc.com