



Tech Support Policy

1. Work with our customers to help them establish connections to epix®/Jack Flash.

We will provide literature and technical assistance over the phone. Our network is designed to work with the majority of modems and communications software available today.

epix®; Technical Support: 1-800-epix-now

2. Encourage customers to use the various epix® newsgroups:

epix® Technical Help Newsgroups
epix.announce
epix.suggestions
epix.test
epix.support
epix.alerts

Various epix® support newsgroups have been established specifically so that epix users can communicate with each other and explore issues relating to use of epix®, and the Internet. It should be an invaluable resource for customers new to the Internet, and once connected, customers are encouraged to use it as a resource for answers. The epix® news groups will be monitored by epix® staff, and clarification provided from time to time to assist our customers.

3. Provide free support through e-mail: infotech@epix.net

Once connected, if users are unable to figure out how to work through more rigorous technical questions and want customized, specific assistance with an issue, or do not want to seek help through epix.support newsgroups, technical specialists will assist through email. Questions should be sent to:
infotech@epix.net

4. Technical Support Help Pages

Provide online support with help in configuring various software packages and technical questions customers may have.
Located Here.

NOTE: 1-800-epix-now should only be used to order service, or to get over-the-phone assistance with signing on, and using e-mail. If e-mail is working, seek assistance using the epix.support newsgroups, or the email assistance available through infotech@epix.net