



January 4, 2016

Summit Broadband is pleased to announce the launch of our **“Call me back”** feature when calling for technical support (Option #2 on the call menu).

We monitor our call volumes and wait times and when we see the volumes increase we activate this feature.

- Please listen carefully to the menu prompts as they will direct you to choose option #1 to enter the call back queue.
- You will then be prompted to enter your 10 digit phone number. This number will be repeated to you and you will be asked to confirm by pressing #1.
- Once this is completed the message will inform you that you will be contacted by the next available agent.

It's that easy. You can now hang up and continue with your other activities and a technical support representative will call you back!