



## Tripleplay Support Services

End users can enjoy enhanced and exclusive Support Services from our experienced, multi-skilled Agents who have been recruited not just for their technical expertise but their professionalism, problem resolution and customer service skills.

Our trusted Agents have gone through rigorous certification, and benefit from regular and on-going training. They all have a wide breadth of product and industry knowledge, based around extensive real-world technical experience and are supported by our advanced in-country teams.

### Tripleplay Support Key Features

- Available to end users globally
- Up to 24/7/365 telephone and email support
- Multi-tiered team of in-house Support Agents
- English and Spanish languages
- Best-in-class average call response time
- Ticketing system ensures all queries are tracked
- Access to self-service Support Portal for FAQs, software updates, training materials and technical information
- In-country advanced Support teams
- Industry-leading Net Promoter Score of 79

To find out how to access our Support Services, please contact

**[enquiries@tripleplay.tv](mailto:enquiries@tripleplay.tv)**