



## Designed With You In Mind.



### Rapid response.

Get a response from the tech support team in as little as 10 minutes.



### Nights and weekends.

We come on-site nights and weekends to quickly resolve your issue.



### 24/7 access.

Reach a service technician 24/7 to begin remote troubleshooting.



### System monitoring.

We are able to proactively monitor the health of your system.

## A Professional & Efficient Support Team.



**Friendly & Effective  
Remote Support**



**Fast & Reliable  
Onsite Support**

# Choose the level of support that's right for you.

## Signature

- ✓ Dedicated support email and phone number
- ✓ Option to Involve Advanced Support Immediately
- ✓ Proactive System Monitoring
- ✓ Prioritized Appointment Scheduling
- ✓ Nights + Weekends - On-site Appointments
- ✓ Discount on Service Labor
- ✓ 2 x Annual Tech Reviews
- ✓ Unlimited 24/7 Remote Support
- ✓ 10 Min. Response from Remote Support
- ✓ Same Day On-site Support Available

## Proactive

- ~~✓ Dedicated support email and phone number~~
- ~~✓ Option to Involve Advanced Support Immediately~~
- ✓ Proactive System Monitoring
- ✓ Prioritized Appointment Scheduling
- ✓ Nights + Weekends - On-site Appointments
- ✓ Discount on Service Labor
- ✓ 2 x Annual Tech Reviews
- ✓ Unlimited 24/7 Remote Support
- ✓ 30 Min. Response from Remote Support
- ✓ Same Day On-site Support Available

## Priority

- ~~✓ Dedicated support email and phone number~~
- ~~✓ Option to Involve Advanced Support Immediately~~
- ~~✓ Proactive System Monitoring~~
- ✓ Prioritized Appointment Scheduling
- ✓ Nights + Weekends - On-site Appointments
- ✓ Discount on Service Labor
- ✓ 1 x Annual Tech Review
- ✓ Unlimited 24/7 Remote Support
- ✓ 30 Min. Response from Remote Support
- ✓ Same Day On-site Support Available

## Essentials+

- ~~✓ Dedicated support email and phone number~~
- ~~✓ Option to Involve Advanced Support Immediately~~
- ~~✓ Proactive System Monitoring~~
- ~~✓ Prioritized Appointment Scheduling~~
- ~~✓ Nights + Weekends - On-site Appointments~~
- ~~✓ Discount on Service Labor~~
- ~~✓ Annual Tech Review~~
- ✓ Unlimited 24/7 Remote Support
- ✓ 60 Min. Response from Remote Support
- ✓ Standard Scheduling for On-site Support

### Not interested in remote support, urgent response, discounted rates, and other membership benefits?

On-site only support is available to non-members during normal business hours. All homes must accept our terms of service to request appointments from our support team. Scheduling is subject to availability and regular on-site labor rates apply.

For more information visit:  
[membership.sbcatl.com/residential-new](http://membership.sbcatl.com/residential-new)  
888.936.3237 Option 1 | [support@sbcatl.com](mailto:support@sbcatl.com)

