

## Guidelines for Requesting Service/MAC orders

24 hour live support at  
763-330-1030 or  
888-988-1030

Or

Email us at [support@cadybt.com](mailto:support@cadybt.com)

Inbox is monitored Monday – Friday 8 AM to 5 PM CST excluding holidays

Or

Chat with us on-line at [www.CADYBT.com](http://www.CADYBT.com)

Chat is monitored Monday – Friday 8 AM to 5 PM CST excluding holidays

Or

Customer Portal - <https://cadybt.myportallogin.com/>

Customer Portal is monitored Monday – Friday 8 AM to 5 PM CST excluding holidays

### Service Requests

Define the urgency level of the service request –

- *Critical – majority of service is affected - **Must initiate this type of request by calling our support number listed above***
- *Medium – can receive and make some calls*
- *Low – service is working and issue is at non affecting level*

Provide the contact's name, number, and email

Provide business hours

Detailed description of the issue

### Moves, adds, changes (MAC) requests

Email us at [support@cadybt.com](mailto:support@cadybt.com)

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