



Guidelines for Requesting Support

Call our 24 hour live support at 763-398-8111- Toll free 800-347-3886

Or

Email us at support@cadybt.com

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

Or

Chat with us on-line at www.CADYBT.com

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

Or

Access the CadyBT Customer Portal at cadybt.myportallogin.com

Portal is monitored Monday - Friday 8 AM to 5 PM, excluding holidays

For Service/Repair Requests

Define urgency level of the service/repair request as listed below –

- *Critical – all services are down - **Must initiate this type of request by calling our live support number listed above***
- *High – majority of services are affected*
- *Medium – can receive and make some calls, other applications are affected*
- *Low – most service is working and issue is at non affecting level*

Provide the contact's name, reachable phone number, and email address

Provide your business hours of operation and any access instructions

Provide detailed description of the issue to support faster resolution

For Moves, adds, changes (MAC) requests –

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