



Access Northeast Contact List

Technical Support

Technical support for all installed services is provided 24x7x365 by the live technical and professional services support team at the Access Northeast Network Operations Center (NOC).

To initiate a service request or a trouble ticket, please e-mail support@axsne.com, or call 508-281-7600 and select Option 4. Please include as much detail about the issue as you can, including the specific service affected and the location where that service is installed. Once we receive your inquiry, a Trouble Ticket will be created and the Trouble Ticket number will be forwarded to you. Please reference that ticket number when checking for status and updates.

All issues may be escalated to Mike Donnellan, COO, at the following contact information:

mdonnellan@axsne.com

Office 508-281-7666

Cell 617-869-4948

Account Support

If you wish to make changes to your current service, or are unsure who to contact for new/additional services, you may reach an Access Northeast Customer Care Representative below, who can assist you with:

- New Services or Installation Questions
- Upgrades/Downgrades
- Renewals
- Updating Customer Information
- Billing Questions

Customer Care representatives are available Monday through Friday between the hours of 8:30-5:00 ET by calling 508-281-7699 or email at customercare@axsne.com

Sales can be contacted at 508-281-7600 Option 3, or by emailing sales@axsne.com

Billing can be contacted at 508-281-7600 Option 2, or by emailing billing@axsne.com