



How To Reach Us When You Need Us

24 Hour Customer Support:

888-943-8282 Opt 1

Customercare@getatc.com

American Telephone Company maintains 24 hours a day 7 days a week customer support call center. Our service representatives aim for first call resolution, allowing you to focus on your real concern, your business.

- Identify yourself and the company you represent
- State the nature of the trouble
- A service ticket will be opened
- Your call will be transferred to our Tech Support Team to attempt problem resolution
- In the event the issue resides, an onsite dispatch will be arranged

Auto Attendant Recording Instructions

Here are the instructions for the auto attendant. When you have finished recording your greeting please send your PM an email confirmation and we will begin to program it.

Please see below for sample script.

INSTRUCTIONS TO RECORD THE AUTO-ATTENDANT:

1. Dial 1-617-553-9824
2. Press pound (#) once you are done with your recording
3. Press "1" to accept the recording or press "2" to re-record.

SAMPLE AUTO-ATTENDANT SCRIPT:

*Thank you for calling _____. If you know your party's extension, please dial it now.
To dial by last name, please press ____
For Customer Service, please press ____
Accounting, please press ____
Customs, please press ____ Etc.
To reach the operator, please press 0*

PLEASE NOTE THAT WE WILL NEED YOU TO RECORD THE AUTO ATTENDANT FIRST, THEN EMAIL US THE DISTRIBUTION LIST OF WHO IS ASSOCIATED WITH EACH DEPARTMENT (I.E., CUSTOMS WILL BE DIRECTED TO [SPECIFY EMPLOYEE/EXTENSION]).