



Customer Service

Monitoring

Our customers know that FNSI’s dedication and commitment to their continued satisfaction is our paramount priority. FNSI was founded to meet the strategic digital communications needs of its clients while providing a commitment for total quality.

FNSI monitors every customer circuit to insure that it is always operating at optimum performance. FNSI’s Network Operations personnel take pride in contacting our customer at the first sign of any imminent service disturbances *before* they are aware of any potential problems -- frequently resolving the issue *before* the customer is affected.

Customer Call Day

Our customers have the benefit of a FNSI representative proactively calling them approximately once each month as a part of our continuing customer service. During these conversations, we can resolve any issues our customers may have and inform them of any scheduled FNSI events. FNSI understands the frustration that a customer faces when they have to make repeated attempts to initiate customer service. FNSI believes that the service provider is responsible to take a proactive approach to customer service and initiate continuous contact with our customers. We frequently host open houses, IT forums, and many other events that are designed to facilitate an informal dialog with our current and prospective customers.

Hear What Our Customers Have To Say

- [Testimonial 1](#)
- [Testimonial 2](#)
- [Testimonial 3](#)

Network Operations Center (NOC)

Our customers can rest knowing that we won’t.™ Our NOC (Network Operations Center) is staffed 24 hours a day, 365 days a year -- providing our customers with the ultimate in uninterrupted services and customer satisfaction. Please call toll-free anytime 888-895-NOC1.

