



Customer Service Procedure

Contact DataSource Mobility support at:

(931) 266-4242 or support@datasourcemobility.com

When contacting Support with hardware specific issues, be prepared with the following information:

1. SKU/Model Number of device in question
2. Serial Number specific to the device in question
3. Operating System (XP, Windows 7, if applicable)
4. Detailed description of the problem
5. Any troubleshooting that has already been performed by on site IT support
6. Name, phone number and email address for your on site IT support contact

When contacting support for non-hardware specific issues, be prepared with the following information:

1. Detailed description of the problem
2. Quote or Invoice number, if applicable

DataSource Mobility Support will provide you with the following information:

1. Response back within 4 business hours confirming receipt of request and the name and contact information for the DataSource Mobility Support representative assigned to your case
2. Follow up with a resolution plan within 24 hours (if the case will require more time, we will advise within this time window)