



Customer Support:

To give customers proper support is very important to us. That's why level421 has organized it in the following way:

Customers with support issues can reach us 24 hours a day, 7 days a week, 365 days a year under the following central number and e-mail address:

Support: Telephone: +49 731 1406 47 02 support@level421.com
Activations: Telephone: +49 731 1406 47 04 support@level421.com

You may use the above e-mail address, to contact us via Microsoft Messenger Chat, or Yahoo Chat as well. Please prefer to contact us via chat, instead of telephone.

Please arrange all activations via the support hotline. Only call the Activation line, when you have an arranged appointment.

In case there is a general problem with one of our satellites, and we are working on it, there will be an answering machine on the support number, explaining the customer the situation.

In any other cases somebody personally will answer you, as we are not having waiting line queues – your call will get answered personally, as it is very important to us.

When sending us an e-mail, or contacting us by phone, please do not forget to mention your Serial number of your modem, or your MAC address first.

Customers without support contract, or with a valid **BRONZE** support contract, can reach us during these times for customer support, activations or cross pole tests:

Monday – Thursday 10:00 am to 12:00 pm and 1:00 pm to 3 pm.

Customers with valid **SILVER** support contract can reach us during these times for customer support, activations or cross pole tests:

Monday – Thursday 10:00 am to 5 pm and Friday 10:00 am to 3 pm

Customer with valid **GOLD** support contract may contact us **anytime**.