

Support you can **actually** measure.

Every provider claims great support. Techmode publishes the number. Across 948 surveys sent after real support tickets were resolved, here is what customers reported, aggregate and unedited.

85.7

NET PROMOTER SCORE

From 921 scored post-support responses. The telecom industry average sits near 31; anything above 70 is considered world-class.

9.49/10

MEAN RECOMMEND SCORE

96%

Rated support satisfaction in the top two tiers

98.8%

Satisfied with responsiveness and speed of first contact

98.2%

Satisfied with communication on the solution

97.7%

Satisfied that the issue was fully resolved

4.9/5

Average score for speed of issue identification

948

Completed surveys behind every number here

So what does all this mean?

Numbers only matter if they change your day. Here is what these translate to for a business choosing a phone provider.

Less costly downtime

A 98.8% responsiveness score and 4.9/5 on issue identification mean that when a line goes down, it comes back fast. Your phones are a revenue line, not a ticket in a queue.

A vendor you don't manage

An 85.7 NPS from 948 surveys signals a customer base that stays and recommends. You are buying a provider to forget about, not one to babysit or replace next year.

Accountability in writing

Most providers say "great support." Techmode publishes the full scorecard, detractors included. That is a standard you can hold the company to, not a slogan.

WHAT'S BEHIND THE NUMBERS

- **Premier Launch.** Dedicated project manager and install team test every call flow before go-live.
- **24/7 availability.** Real people answering, not a queue that clocks out at five.
- **99.999% uptime** backed by a lifetime configuration guarantee.
- **Concierge support.** U.S.-based technicians who know your name and system. No offshore call centers.
- **Private AWS.** Triple-redundant, single-tenant infrastructure. One client's outage is never yours.
- **A+ BBB rating.** A record that holds up to the same scrutiny as the survey data.

See the support difference for yourself.

Schedule a walkthrough of TechmodeGO with the team that posts its own scorecard.

Request a demo
techmode.com