

Cal Net Referral Information and Process

Who is Cal Net?

Cal Net is an IT infrastructure support organization that focuses on managed IT services for small and medium size business. They act as the IT staff for a business or help the internal staff with projects that require special expertise or are too large for the staff to accomplish in a reasonable time frame.

What qualifications does Cal Net have?

Cal Net is a Microsoft Gold Certified Partner. Gold Certified Partners must maintain higher levels of competency qualifications than Certified or Small Business Specialist partners. As a Gold Certified Partner, Cal Net has access to Microsoft support experts and developers that can help Cal Net resolve urgent customer problems. They also maintain a staff of Microsoft Certified Systems Engineers (MCSE) as well as HP and SonicWall certified technicians.

How can Cal Net help a TWCBC customer?

Cal Net can help customers with:

- Internal network and connectivity issues
- Email server problems
- Desktop configuration and hardware problems
- Application issues – for Microsoft and other specific applications

When should I refer a customer to Cal Net?

- When the customer modem appears to be functioning correctly – OR –
- When a technician has replaced equipment

AND the customer has any of these additional complaints:

- Customer can access the internet from a single computer connected to the modem but not from multiple computers using a router or switch
- Customer is complaining that they cannot access their network via VPN
- Customer isn't receiving non-TWC isp email or is having problems with an internal email server
- One or some employee(s) have problems accessing the internet while others are ok.
- In general, the customer complains about computing issues that you do not think are related to basic broadband access.

What do you tell the customer?

"We have checked your cable modem equipment and connection. Everything is in working order. It appears that you are having some computer and/or network problems that are not related to Time Warner Cable's services. We have a business partner that may be able to help you resolve your network problems. Cal Net is a Microsoft Gold Certified Partner and helps businesses like yours with similar issues. If you would like to engage Cal Net for assistance, I can send you contact information. They will contact you, assess your situation and advise you on whether they can help resolve your problems. Time Warner Cable is providing this referral as a courtesy to our customers and does not warranty or guarantee work or services performed by Cal Net. Would you like me to send you Cal Net information?"

To refer a customer to CalNet follow these steps:

- Goto www.twcbc.com/la/referral
- Complete the form with all appropriate customer contact information – you must include the customer email.
- Enter your name
- Do not include your email address unless you want the customer to have this information
- Click the Submit button – tell the customer they will receive an email with detail on how to contact Cal Net.

A follow-up email will be sent to the customer that includes Cal Net's contact information. A copy will be sent to TWCBC LA Marketing and Cal Net for follow-up and tracking.