



THE MASS DIFFERENCE

Unique steps MASS utilizes to differentiate our service...

The MASS Design Engineering team works to understand your needs to ensure that the services we install meet your business requirements today and into the future. Our objective is to provide you with transparency and clarity regarding the available options along with redundancy alternatives to prevent voice and data service outages from affecting your business.

PROJECT MANAGEMENT

The MASS Network Operations Center (NOC) Engineers are available 24 hours a day, 7 days a week, 365 days per year to ensure that your services are working as expected and in the event that they're not, we will go above and beyond to resolve your problem as quickly as possible. Our NOC team members are strategically located in various parts of the country to ensure we can serve your needs at all times.

SERVICE

Exceptional service is our goal; however this often has various meanings. Prior to your project commencing, let's agree on what it will take for you to feel that we have provided an exceptional level of service to you. Our pledge is that we will work as hard as possible to continuously meet and exceed your expectations.

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CUSTOM DESIGN

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The MASS Project Engineering professionals are experts at getting your services installed on time and with as little hassle as possible. Our team manages all the steps in the process so you can focus your time elsewhere while your new services are installed.

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SUPPORT

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The MASS dedicated Account Management team will be there for you when you need us to answer any questions regarding your service, assist with changes you would like to make to your account and simply whenever you need to hear a friendly voice. We value the relationship with our clients and will continuously work hard to keep you a satisfied customer.

5

OUR COMMITMENT