

# Contacts and Resources

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The phone number of our Network Information and Customer Support Center is shown below.

*Please listen closely to the phone tree.*

## (888) 774-4206

During your 14 days of installation support ask for the Installation Engineer assigned to your account. After 14 days, ask for Customer Support.

You can choose the FaxBack Server option any time to request router configuration and other helpful information. Requested documents will be faxed to you so you can work on your configuration at your own pace.

**Please include your Account ID or Ticket Number in all correspondence to help us serve you better.**

<b>support@psi.com</b>	Ticketed support.
<b>customerservice@psi.com</b>	Other service related questions other than technical support.
<b>numbers-info@psi.com</b>	Lists Points of Presence (POP's) and phone numbers to dial for your internet connection.
<b>Warning:</b> We do not promise that any of the PSINet access phone numbers listed by city are "local" or toll-free when dialed from your location. A phone number that shares your area code or appears to be located in your city or other geographic area may not necessarily be a "local" number to you. Substantial toll charges can result from dialing a number that you do not verify as "local" to your location or calling plan. We strongly encourage you to contact your local telephone company before selecting or using any PSINet access phone number.	
<b>http://www.psinet.com/netstatus/ status@psi.com</b>	Provides network status information, current network events, scheduled maintenance and upgrades.
<b>http://www.support.psinet.com</b>	Customer support web site.
<b>http://www.psinet.com</b>	Provides information about PSINet's products and services.
<b>echo@psi.com</b>	Test your e-mail. Send a message to this address and you'll receive an auto reply.
<b>all-info@psi.com</b>	An automatic reply e-mail address that returns a list of other helpful e-mail lists.