



Carrier Support

Simplify telecoms
to resolve issues
fast

Managing multiple carriers, billing disputes, and service incidents can overwhelm IT and procurement teams, leading to wasted time and operational risk. Carrier Support by Ericom acts as your advocate—handling carrier interactions, resolving issues, and ensuring your telecom environment runs smoothly so your team can focus on strategic priorities.

Why Carrier Support

- ✓ **Faster issue resolution:** Carrier Support manages escalations and incidents, targeting rapid resolution to minimise downtime and disruption.
- ✓ **Reduced admin burden:** Offloads complex carrier interactions, freeing your team from time-consuming tasks and manual follow-up.
- ✓ **Cost control and recovery:** Proactively manages billing disputes and credit requests, helping you recover costs and avoid overcharges.

How it works

- 01 Engage:** Ericom becomes your single point of contact for all carrier-related issues, from billing disputes to service incidents.
- 02 Escalate:** Our team manages escalations with carriers, coordinates device logistics, and oversees service activations or changes.
- 03 Resolve:** We drive issues to resolution, provide regular updates, and ensure outcomes are documented for transparency.

Getting started with Ericom

- 1 Contact Ericom to assess your current telecom environment and pain points.
- 2 We design and implement a tailored support framework for your organisation.
- 3 Your team receives onboarding, escalation paths, and ongoing support from Ericom experts.

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Innovative features

Carrier dispute management - Ericom manages all billing disputes and credit requests with carriers, ensuring fair billing and cost recovery for your organisation.

Incident escalation and SLAs - Handles service incidents (Levels 2–4) and outages, with SLAs targeting 90% resolution for critical issues (P1/P2), minimising business impact.

Device and service logistics - Coordinates device deliveries, returns, SIM activations, porting, and international roaming, ensuring seamless operations and reduced errors.

Service plan implementation - Supports the rollout of new service plans and billing systems, working directly with carriers to ensure smooth transitions.

Comprehensive reporting - Provides detailed reports on incidents, resolutions, and carrier performance, giving you full visibility and accountability.

SERVICECONTINUITY

Carrier Support ensures rapid resolution of outages and incidents, so your business stays connected and operational with minimal downtime. Your team can focus on core priorities, not troubleshooting.

ABOUTUS

Ericom is a leading provider of smart telecom solutions for organisations. We combine deep carrier expertise with proven processes to help you manage complexity, reduce risk, and deliver better outcomes for your business.

SAVETIME

By offloading complex carrier management, your IT and procurement teams spend less time on admin and more on strategic initiatives, improving productivity and reducing operational headaches.

NEXTSTEPS

Request a demo today and discover how Carrier Support can streamline your telecom operations. Our experts will design a tailored solution to meet your organisation's needs.



Carrier Support can be integrated across diverse industries, including:

- Connected vehicles
- Medium to large enterprises
- Government agencies
- Education providers
- Healthcare organisations
- Retail chains
- Logistics and transport
- Financial services
- Utilities
- Not-for-profits
- Multi-site businesses

Let us show you how.

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