



# Exceptional Customer Support

*At Bloxx, we don't just talk about good customer support, we deliver it. But don't just take our word for it, here's what some of our customers have said.*

*"The Bloxx Support Team is very responsive and I have a single point of contact for Support, maintenance contract renewal and so on, which makes communication a lot easier."*

*Ian Aston, Infrastructure Development Manager, East Ayrshire Council*

*"Anytime we have ever needed support with our Web Filter Bloxx has been readily available and willing to work patiently with us to work out any concerns or configuration changes."*

*Dan Madison, IT Coordinator, Chesapeake Academy*

*"I just wanted to send you a quick note to tell you how impressed I was by the customer service I received from Bloxx. I raised a call this morning and the response was prompt, helpful and above all it solved my problem. My colleagues have also mentioned how impressed they have been by the support we receive by Bloxx and I think it is important to pass on this praise."*

*Marc Baker, IT Support Manager, Canopus Services*

*"Bloxx support is second to none – the support team has even helped me resolve filtering problems that were not related to our Bloxx Web Filtering appliance. "*

*Keith Prior, City of Sunderland College*

*"I wanted to thank you for the excellent support of your engineer who visited our site today to install our Web filtering appliance. The work completed by him and his explanation of the product operation and configuration were excellent."*

*Barry Stals, Systems & Applications Engineer, Weir Minerals Europe*

*“Once again thanks for the help and again a fantastic service - feel free to pass on my praise to your support team.”*

*Chris Armitage, E-Learning Network Support Analyst, Colchester Institute*

*“The support we have had so far has been outstanding and I don’t think we’ve ever had to wait more than half an hour or so for a return call on any problem. So far support has been able to resolve any question or problem with a single call.”*

*Dave Holmes, Network & Systems Technician, Schoharie Central School District*

*“Just wanted to say thanks for the excellent technical support you have provided. Have had a couple of issues configuring our Bloxx appliance lately and both times the technical support has been efficient, polite and speedy.”*

*Stuart Walton, IT Service Desk Analyst, Mears Group*

*“The support team at Bloxx has been very responsive. If I send an email or make a call, someone typically gets back to me within fifteen minutes.”*

*Matt Baskett, Network Operations Manager, Easton Bell Sports*

*“The support from Bloxx has been exceptional – the team goes above and beyond to resolve any problems we have.”*

*Gabe Kolesari, IT Manager, Pinstripe*



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