

## How to Contact RufusTech

### **High Priority Service**

When you need immediate assistance, call 509-925-2100 or 206-498-8793.

### **Routine Support Request**

Submit a support workorder with with 4 business hour response time by sending an e-mail to [support@rufustech.net](mailto:support@rufustech.net).



### **General Questions for RufusTech**

E-mail the team at [info@rufustech.net](mailto:info@rufustech.net).

### **Hours of Operation**

Our phone lines are staffed Monday-Friday 8AM – 5:00 PM. Phone messages are monitored after-hours and weekends for emergency support requests. We are available for service calls on evenings and weekends, although advance planning is preferred and surcharges do apply.

### **Prioritization and Policies**

Business outages are our **highest priority**. These service requests are directed to an available technician as quickly as possible.

Please do not text or call individual technician cell phones. Please do not e-mail individual technicians new service requests. These messages and calls cannot be monitored reliably.

### **Office Hours**

The office is staffed regularly from 8:30 am to 5:00 pm. Please call to let us know when you are coming as we want to give your visit our full attention.