

General Information

Contact Us

SALES: Use our [contact form](#) to request information on web design, hosting, spam filtering or co-location or send mail to sales@icglink.com.

PAYMENTS: Use our [secure form](#) to pay your bill on-line with a credit card.

UPDATES & SITE MAINTENANCE: Use our [contact form](#) to send regular maintenance and update requests or send mail to updates@icglink.com.

BILLING QUESTIONS: Use our [contact form](#) for billing questions or send mail to billing@icglink.com.

SUPPORT - STEP 1: Give the [knowledgebase](#) a try to answer questions or solve problems.

SUPPORT - STEP 2: If you don't find what you need in the [knowledgebase](#) or for help on scripts, e-commerce or other issues or ask us any other questions, please open a [trouble ticket](#).

SUPPORT HOURS: (Central Time)

Office Hours: 8:30am - 5:00pm, M-F

On Call:* 5:00am - 10:00pm, 7 days

Emergency:** 10:00pm to 5:00am

***On Call Service** is provided by one of our customer service team members for time sensitive issues that can't wait for normal business hours. Email OnCall@icglink.com or call the office.

****Emergency Service** is available for the reporting of outages only. Our internal monitoring systems will generally alert us of an outage before you are aware of it, but the email address outages@icglink.com will deliver a message to the personal phones of our systems staff. Please use it with discretion.

MAILING ADDRESS AND PHONE CONTACT:

ICG Link, Inc.
7003 Chadwick Drive
Suite 111
Brentwood, TN 37027
Tel: (615) 370-1530

Unique solution ID: #1016
Author: Jack Massari
Last update: 2017-02-06 16:41