



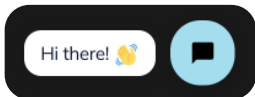
CUSTOMER SUPPORT OPTIONS

1. Complete the form: www.northernsnow.ca/customer-support/

- * Visit our **Northern Support** page and complete the service request form.
- * Please give us as much detail as possible, it will help us service your request much quicker and with greater effectiveness.
- * Give us time to process your request. We will have one of our Northern Support agents dispatch an operator to your location to service your support request.
- * Our Northern Support agent will follow up with you on the status of your request through email.
- * Support request completed.

2. Live chat: www.northernsnow.ca/customer-support/

- * Visit our **Northern Support** page.
- * In the bottom right hand corner of the screen you will see our **Live Chat** option. It looks like this:



- * Click the chat option and request support by typing: "**I need support**" in the chat window. We will collect your contact information, take down your support request in detail and then dispatch an operator to your location.
- * Our Northern Support agent will follow up with you on the status of your request through the Live Chat and through email.
- * Support request completed.

3. Direct email: support@northernsnow.ca

- * Send us an email at support@northernsnow.ca with the subject line reading "**Support Request**".
- * Provide us the following contact information; **Name, Email, Phone Number, Address**.
- * Tell us about the support you require. Be detailed, the more information the better.
- * We will dispatch an operator to your location to service your support request. Our Northern Support agent will follow up with you on the status of your request through email.
- * Support request completed.