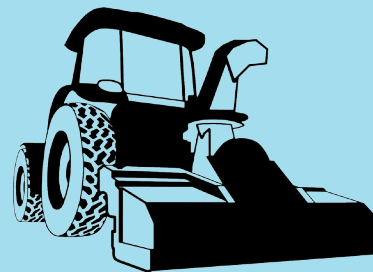


REQUESTING SUPPORT FROM NORTHERN SNOW?

Email us at:
support@northernsnow.ca



Northern Snow



How to Request Support From Northern Snow

1. ONLINE SUPPORT FORM

Access: Visit northernsnow.ca/support or click "Customer Support" in the menu, or the headset icon in the bottom right corner.

Response Time: Our team monitors our email support 24/7. You can expect a very prompt response from our team!

2. DIRECT EMAIL

Email: support@northernsnow.ca
Contact us directly to create a support ticket.

3. PHONE SUPPORT

Phone: 705.992.8222
Leave a voicemail with your support request, our team monitors these 24/7 and will call you back promptly.

4. SNOW EVENT ACTION PLAN

You'll receive an action plan 12-24 hours before servicing.
Reply to the email for support, which will create a ticket automatically.

* IMPORTANT NOTES:

Social Media Requests:

Please avoid using social media for support; we do not monitor these channels.

Working Hours:

Phone calls are taken during business hours, but voicemails and emails are monitored overnight for timely follow-up.

Most Efficient Method:

Submitting requests through the online support form is the fastest way to receive assistance.

Required Information:

An email address or phone number is necessary for support requests.