

TECH SUPPORT EXPLAINED

Your current tech support maybe 6 years old technology, and can be improved. I bring this up because of your latest experience with trying to resolve your Datastorm problems. First you contacted you dealer (Tier 1 tech support), then you were passed on to your VAR ((Value Added Retailer (Tier 2 tech support), then finally you are passed to Motosat (Tier 3 tech support), the Datastorm Manufacturer. This could mean there are at least two companies pointing fingers at the other and you are left in no-man's-land and confused.

Today we offer a much better tech support procedures. First you contact us, your Dealer, Datastorm of Florida Inc., (Tier 1 tech support). We handle tech support personally. You don't get some stranger half way around the country or world. We are not only a dealer, but also a Factory Trained and Authorized Repair Facility, and we stock many of the Datastorm parts. **In addition, we are the only Installation and Repair Facility in Florida operating year round, offering tech support 7 days a week.**

Most important, if we can't solve your problem, then there is no Tier 2 for you, you are passed directly to Tier 3 tech support, directly to Motosat, the Datastorm Manufacturer. Since Motosat is your VAR, then they are committed to solving BOTH Hughes issues and Datastorm issues. This means no finger pointing. The buck stops here at Motosat and Datastorm of Florida Inc.