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As we continue to navigate this unprecedented time, the well-being of our customers, colleagues and communities are our top priority. The work we do is critical to thousands of people and companies around Southern Arizona, and we're committed to being there when our customers and colleagues need us most.

Support Call Hold Times

We are striving to give all our customers the detailed attention they deserve. Unfortunately, with an increase in calls, our hold times will be longer than usual. We are working diligently to keep our employees safe and healthy while still providing excellent support for all our customers. We apologize for any delays and appreciate your patience and understanding.

To prevent the frustration of long call hold times, you can:

- Email support@simplybits.com to open a ticket in our automated response system.
- Visit our online [Support FAQ](#) for a wide range of topics to assist you.
- View our [6 tips to keep your Internet & WiFi speed up when everyone is home](#).

As long as COVID-19 continues to affect our communities, we'll keep you updated with our latest efforts to support our customers and our Network.

We hope for the safety and health of you and your loved ones.

Sincerely,

Simply Bits, LLC
More than just Internet

fast internet • reliable voice • fax to email • co-location • managed networks • multi-location • real solutions
simply