

# Support for Geotab customers

Help is a chat, text, email, or  
phone call away!

## WE CAN HELP WITH:

- ✓ New activation/upgrade orders
- ✓ Warranty replacements
- ✓ Billing inquiries
- ✓ Account changes
- ✓ Device activation and setup
- ✓ Voicemail issues and setup
- ✓ Connectivity issues
- ✓ Adding and removing features
- ✓ International travel
- ✓ Cancel/suspend line requests
- ✓ General device questions

## Caleb Alburn

Key Account Manager

✉ calburn@e2cc.com

☎ 480-501-1597



Knowledge Base: Go to [e2cc.com](https://e2cc.com) > Support to browse articles & FAQs for common support needs.



× GEOTAB

## WAYS TO CONTACT ESQUARED:



### SMS Text Message

Text with a representative to check the status of a ticket, get shipping and tracking information, activate a new device, and ask questions.

Text # 877-371-3222

Representatives are available Mon-Fri from 7am to 5pm (MST)



### Live Chat Support

Message a live representative for any basic support questions or needs.

[Link to live chat](#) ▶

Representatives are available Mon-Fri from 7am to 5pm (MST)



### Email Support

Email to submit a ticket for support

[service-request@e2cc.com](mailto:service-request@e2cc.com)



### 24/7 Help Desk

Call a live support representative for more extensive needs and troubleshooting.

Call center # 877-371-3222



### Customer Portal

Self-service web portal that allows you to submit and track support tickets in real time.

[www.e2cc.com/customerportal](https://www.e2cc.com/customerportal)