

# Call Center

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Tuesday, October 11, 2022

To our valued customer,

As part of our continuous effort to provide you with the best possible service, MiTek is pleased to announce the launch of our new Customer Call Center. The new platform will improve our customer service via a structured call workflow that increases efficiency in call processing and access to information.

Our new call center provides you with:

- A single country-specific number to reach our customer service and support representatives for all our solutions. In the **US**, you can reach us at **1-800-325-8075** and in **Canada**, at **1-800-268-3434**.
- An intuitive user experience, which provides easy-to-use features and clear options, while eliminating guesswork for agents, improving call quality, and routing functionality - minimizing your time spent in call queues.
- The option to speak with a Spanish or French-speaking representative.
- The option to request a call-back or leave a voicemail.
- And the option to input an existing case number and be directed accordingly.

Starting Tuesday, October 18 you will be greeted by our user-friendly Interactive Voice Response (IVR) system. Based on your selection(s), the system will direct your call to the representative most suited to provide you with information or a solution to your issue.

Call center options for the US and Canada are listed below.

We are committed to providing you with an unmatched call center experience. Our new Customer Call Center will enable our representatives to efficiently handle calls while ensuring the highest quality customer service and customer satisfaction.

US options overview:

1. Customer Service
  1. Connector Plates
  2. MiTek Builder Products
  3. Hardy Frame
  4. Zone 4
  5. Steel Framing
  6. Triton Barrier Systems
2. Technical Support Service
  1. Home Builder Solutions
    1. Wrightsoft
    2. Builder MT
      1. Install/Upgrade
      2. All other
  2. Sales Simplicity
  3. Kova
  4. Blackpoint
3. For all other MiTek software solutions
  1. Structure or General Support
  2. Management
  3. Production
  4. Supply or BOM
  5. Utilities
  6. SidePlate

7. UltraSpan
4. Engineering
5. Automation
  1. Parts Quotes
  2. All other Automation inquiries
6. General inquiries

Canada options overview:

1. Customer Service
    1. Connector Plates
    2. MiTek Builder Products
    3. Hardy Frame
    4. Zone 4
    5. Steel Framing
    6. Triton Barrier Systems (to be added when Triton launches in Canada)
  2. Technical Support Service
    1. Home Builder Solutions
      1. Builder MT
        1. Install/Upgrade
        2. All other
      2. Kova
  3. For all other MiTek software solutions
    1. Structure or General Support
    2. Management
    3. Production
    4. Supply or BOM
    5. Utilities
  4. Engineering
  5. Equipment/Automation
    1. Parts Quotes
    2. All other Automation inquiries
  6. General inquiries
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