

Customer Support Org Structure

- [Customer Support Org Structure \(raw\)](#)
- [Technical Help Desk Specialist](#)
- [Customer Support Communication Guide](#)

Customer Support Org Structure (raw)

Network Engineering

1. Network Architecture (NA)
 1. Network Architect
2. Network Operations (NOC)
 1. NOC Engineer
3. Technical Helpdesk (THD)
 1. Technical Helpdesk Specialist

Roles to be removed/moved:

1. Social Media Management - move to Marketing
2. Customer Applications - will be forwarded to Marketing after receiving concern
3. Customer Payments / Billing concerns - to be forwarded to Finance

Roles to retain:

1. Customer Frontline Support - includes all platforms for communications concerning Aftersales
2. Customer Communications - center for ALL communications during aftersales (coordinating with Field Engineering, NOC, and Customer)

Discussed with Marlon June 8, 2026.

Technical Help Desk Specialist

Department

Technical Support / Customer Operations

Job Description

The Technical Help Desk Specialist provides first-line technical support to customers and internal users of the company's telecommunications services and products. This role is responsible for diagnosing, troubleshooting, and resolving technical issues related to voice, data, internet, mobile, and network services while delivering excellent customer service. The specialist serves as a key point of contact for incident management, service requests, and technical guidance.

Key Responsibilities

Customer Support

- Respond to customer inquiries via phone, email, chat, or ticketing systems.
- Provide timely and professional technical assistance for telecommunications products and services.
- Guide customers through troubleshooting steps to resolve service-related issues.
- Educate customers on product features, system functionality, and best practices.

Technical Troubleshooting

- Diagnose and resolve issues involving:
 - Internet connectivity
 - VoIP and voice services
 - Mobile and wireless services
 - Network equipment (routers, modems, switches)
 - Telecommunications hardware and software
- Escalate complex technical issues to higher-level support teams when necessary.
- Monitor service outages and communicate updates to customers and stakeholders.

Incident Management

- Log, track, and update support tickets in accordance with service-level agreements (SLAs).
- Prioritize incidents based on severity and business impact.
- Maintain accurate records of customer interactions, troubleshooting steps, and resolutions.
- Follow established incident, problem, and change management procedures.

System Monitoring and Support

- Monitor network and service performance using support tools and dashboards.
- Identify recurring issues and recommend process improvements.
- Assist with testing and validation of new telecommunications services and system upgrades.

Documentation and Knowledge Management

- Create and maintain technical documentation, troubleshooting guides, and knowledge base articles.
- Contribute to continuous improvement initiatives and team knowledge sharing.
- Ensure compliance with company policies, security standards, and regulatory requirements.

Customer Support Communication Guide

Customer Support Communication

[Client Inquiries:]

Hello! Thank you for contacting Imperial Network Inc. Main.

To better assist you, kindly provide the following information:

- Account Name:
- Account Number: (if available)
- Complete Service Address:
- Active Contact Number:
- Concern:

Once we receive your details, we will review your concern and assist you accordingly.

Thank you. We look forward to assisting you.

[Asking for the status of clients Modem/Router:]

Hello! To help identify the issue, may I ask about the current status of your modem/router? Is the PON light blinking, is the LOS light blinking red, or is the WAN light off?

[If the Issue can't resolve by THD/TSR]

Hello! We sincerely apologize for the inconvenience and understand how frustrating it can be to experience this issue. We appreciate your patience while we work to resolve it. Since we've already completed all the available troubleshooting steps and the issue still persists, we've escalated your concern to our Network Engineering team for further investigation. We kindly ask for a little more time as they carefully check your case. Thank you for your patience and understanding. We'll keep you updated as soon as we receive any new information.

[Standard response for customers requesting updates regarding their escalated concerns with the Network Engineering Team]

Good day, Ma'am/Sir!

We sincerely apologize for the continued inconvenience you are experiencing with your internet service. We understand your concern and appreciate your patience as we continue working on this matter.

We would like to provide an update regarding your concern. Your issue remains escalated to our Network Engineering Team for further checking and resolution. At this time, we are still awaiting their feedback and the latest progress update.

Please be assured that we are continuously following up with the concerned team to help expedite the resolution. We will immediately provide you with an update once we receive further information.

Thank you for your continued patience, understanding, and cooperation. We truly appreciate your support while we work to address your concern.

[Standard spiel for requesting the modem information from clients]

Hello! To help us **assess your concern more accurately**, may we kindly request the following photos of your modem?

- A clear photo of the **front of the modem**, showing all the indicator lights (LEDs).
- A clear photo of the **back or bottom of the modem**, showing the sticker with the modem details (such as the PON S/N, MAC address, S/N Number, or model information).

These photos will help our technical team verify your modem's status and assist you more efficiently.

Thank you for your cooperation. We look forward to your response.

(Customer service script for clients applying for an internet connection.)

Good day, Ma'am/Sir!

Thank you for your interest in applying for an internet connection with **Imperial Network Inc.** We are glad to assist you with your application.

To verify if our service is available in your area, may we kindly request your complete service address?

Please provide the following details:

- Complete Address (House/Unit Number, Street, Subdivision/Village, Barangay, Municipality/City, and Province)
- Landmark (if available)

Upon receiving your complete address details, we will verify the availability of our service in your location and guide you through the next steps of your application.

Thank you for choosing **Imperial Network Inc.** We look forward to assisting you.

(SPIELS for other branches clients]

To assist you, kindly provide the following information:

- **Account Name:**
- **Complete Address:**
- **Contact Number:**
- **Concern:**

Once we receive your details, we will endorse your concern to the branch that manages your account and services your area. Please allow the branch sufficient time to review your concern. They will contact you directly with an update as soon as possible.

In the meantime, we also encourage you to send a message to the branch's official Facebook page while we process your endorsement:

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link in gen tri - <https://www.facebook.com/imperialnetworkkincgentri/>
<https://www.facebook.com/imperialsolution/>
<https://www.facebook.com/profile.php?id=61587938009787>

link in naic - <https://www.facebook.com/imperialnetworknaicbranch>

link in wawa - <https://www.facebook.com/Imperial.Wawa>

link in bambanoidz - <https://www.facebook.com/share/1Lp2gk9ahC/?mibextid=wwXlfr>

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link in hugo perez - <https://www.facebook.com/profile.php?id=61577099834963>

link in pascam 1 - <https://www.facebook.com/share/1DnHTihco8/>

link in Bacoar - <https://www.facebook.com/ImperialBacoarCavite>

link in rosario - <https://www.facebook.com/imperial.silangan.2025>

link in noveleta - <https://www.facebook.com/imperialnetworknoveleta>

link in indang - <https://www.facebook.com/profile.php?id=100083175730364>

link in imus - <https://www.facebook.com/ImperialImus>

Thank you for your patience and understanding. We appreciate your cooperation and look forward to assisting you.

(Spiel when endorsing a concern or applications to partners)
Customer Concern Details

Account Name:

Contact Number:

Service Address:

Concern:

Request: Kindly assist in coordinating with the concerned team or branch to properly address the client's concern.

[Standard response for clients applying for an internet connection in a covered area where service is not yet available.]

Good day, Ma'am/Sir.

Thank you for your interest in applying for an internet connection with **Imperial Network Inc.** We truly appreciate your trust and willingness to choose our service.

However, upon checking, we would like to inform you that our network coverage is not yet available in your area at the moment. We sincerely apologize for any inconvenience this may cause.

Rest assured that we are continuously working on expanding our coverage to reach more locations. We will gladly keep your details on file and notify you once our service becomes available in your area.

Thank you for your understanding and continued interest in Imperial Network Inc. We hope to serve you soon.

[Standard response for customers requesting an update regarding their internet application status.]

Good day, Ma'am/Sir!

Thank you for following up regarding your internet connection application with Imperial Network Inc.

To help us verify and check the status of your application, kindly provide the following details:

- Applicant Name:
- Contact Number:
- Complete Installation Address:
- Date of Application:
- Where did you apply? (Branch Office / Facebook Page / Online Application / Agent)
- Has our admin team already contacted you regarding your application? (Yes/No)

Once we receive your details, we will coordinate with the appropriate team and provide you with an update regarding your application status.

Thank you for your patience and understanding. We appreciate your interest in Imperial Network Inc. and look forward to assisting you.

[Standard response for clients whose internet application is on hold because the provided contact number cannot be reached.]

We would like to inform you that our admin team already attempted to contact the number provided in your application; however, the line appears to be unreachable or no response was received.

To ensure that we can provide you with the necessary updates regarding your application, may we kindly request an alternative active contact number where we can reach you?

Thank you for your cooperation. We look forward to assisting you.

[Standard response for clients whose application is on hold because the contact information provided is invalid or incorrect.]

We would like to inform you that our admin team already attempted to contact the number provided in your application; however, the contact number appears to be incorrect or unreachable.

To ensure that we can provide you with updates regarding your application, may we kindly request an alternative active contact number where we can reach you?

Thank you for your cooperation. We look forward to assisting you.

[Standard response for notifying applicants that their application has been cancelled after unsuccessful contact attempts for three (3) days.]

We would like to inform you that your internet connection application has been cancelled due to unsuccessful attempts to contact you. Our admin team made several follow-up calls for three (3) consecutive days; however, we did not receive any response.

Should you wish to proceed with your application in the future, you may contact us again and provide an updated and active contact number so we can assist you accordingly.

Thank you for your understanding and cooperation.

Good day!

Upon verifying your account, we found that your service has been suspended due to an unsettled bill. Please be advised that to restore your service, you will need to settle your outstanding bill together with the ₱100.00 reconnection fee. Both charges must be paid in full before your service can be reconnected.

Thank you for your understanding and cooperation. If you have any questions or need further assistance, please feel free to contact us.

Once your payment has been completed, kindly send us your proof of payment for verification. After your payment has been successfully verified, your service will be automatically restored within approximately 2 minutes.

Thank you for your cooperation.

Hello! We have successfully received your payment. Thank you for your prompt payment.

Kindly refresh your modem by unplugging it from the power source for 10 seconds, then plug it back in. Please wait for the modem lights to stabilize and check if your internet connection has been restored. Thank you!
