

OUR COMMITMENTS TO YOU



The Freedom Tech Client Bill of Rights

The service, honesty and integrity you should expect from us, and from any IT provider.

1 You have the right to reach us easily.

Call, email or use our client portal, and reach real people on our in-house help desk.

2 You have the right to fast, prioritized help.

We prioritize every request by its impact on your business, so urgent problems come first. After-hours coverage is available for organizations that need it. We show up on time for scheduled appointments, and if something beyond our control delays us, we tell you right away.

3 You have the right to answers in plain English.

We never hide behind jargon or talk down to you or your team.

4 You have the right to courtesy and respect.

Everyone on our team treats you and your staff professionally, every time.

5 You have the right to proactive advice.

We stay current on cybersecurity, cloud, communications and productivity technology, and bring you practical recommendations, not just fixes.

6 You have the right to know who's working on your systems.

We never outsource your support. You have a dedicated account manager and a team who know your organization.

7 You have the right to own your information.

You get complete documentation of your systems and full control of your passwords and access. You will never be held hostage by your IT provider.

8 You have the right to clear, accurate invoices.

No hidden fees, extras or overages you haven't agreed to. Projects are quoted and approved before work begins.

9 You have the right to be protected.

We carry errors and omissions, cyber liability and workers' compensation insurance.

10 You have the right to know where things stand.

You can check the status of your requests through our client portal, and we communicate progress without you having to chase us.

Our 90-Day Make-It-Right Promise

If at any point in your first 60 days with Freedom Tech you're not satisfied with our service, for any reason, tell us. We'll sit down with you, agree on a plan to fix it, and keep working until you're thrilled, by the 90-day mark. No small print and no excuses.



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Book a call: freedomtech.us/book



SCAN TO BOOK