

Dear Customer,

In an effort to serve you better, CityScope Net, has implemented a new service to keep track of customer support, web design and Internet marketing requests. We are proud to introduce to you, the CityScope Net Support Ticket System.

You may access the support system by going to <http://ostickets.cityscope.net> and clicking on the "Open New Ticket" button.

**Open New Ticket**

Then, on the next page you can let us know what your needs are by completing the form.

You will be sent an Email confirming that the ticket was created and informing you of the ticket number for future reference. Correspondence related to your request and updates of the progress of the ticket will be sent to you.

You will be able to communicate and track the ticket progress by logging in with the email address that you submitted the ticket under, and the ticket number.

The ticket will be assigned to a team member, and you will be able to communicate directly with the person who is working on your request. This will assist in the clear understanding of your support request. This is to ensure that all correspondence will be contained in one location, for the benefit of our customers, and our team members.

If you would like us to walk you through the process the first time, please call Support at 713-477-6161 and we will be glad to assist you.

Sincerely,

Ingrid Kast Fuller, Owner  
CityScope Net