



State of Wisconsin -- Solarus Account Team

Account Management

- Dedicated Account Representative
- Account Planning and Sales
- Primary Customer Advocate

Wendy Hack -- Business Sales Manager

Office: 715-421-8143
Cell: 715-572-0103
Email: wendy@solarus.net

Business Sales Support

- Service Requests, directory listings, billing issues, and other service needs.

Service Order Requests:

- Requests can be sent via e-mail or telephone.

Sales Support/Customer Service

Phone: 715-421-8145
Toll Free: 1-800-421-9282 (ask for Business Department)
Email: sales@solarus.net

Repair or Trouble Reporting Procedures

- Primary point for all repair and troubleshooting issues.
- If escalation for repair or trouble is needed, please ask associate for the "Team Lead".

- **Hours of operation: 24/7/365**

Solarus Technical Support

Toll Free: 1-888-676-8638
Email: support@solarus.net

Technical Support Center Manager: Richard Handrow
Office: 715-818-6352 Cell: 715-570-9218
Email: richardh@solarus.net

Director of Operations: Jamey Lysne
Office: 715-421-8174 Cell: 715-572-0102
Email: lysne@solarus.net

Tax Exemption Status: Please submit a current State Use and Sales and Federal Tax Exemption certificate to our office.

Submit by the following means: Email: sales@solarus.net

Fax: 715-423-1426

Mail to: Solarus PO Box 8045, Wisconsin Rapids WI 54495-8045