



## Welcome to Our New Phone Experience!

We have added capabilities to our technology to enhance the customer phone experience and help save you *time and money*.

We have more associates available, working to answer your calls faster and more efficiently.

- Stores are now grouped together by geographical location to answer your calls faster!
- Any store associate can answer your questions, write an order for pick-up or delivery or help direct your call.
- During high volume periods, we now have a **fast-pass** option. Simply press 1 and leave a callback message and the next available associate will return your call, ready to help.

Experience the difference by giving us a call today. This service is now available in our Central and North markets and is coming soon to our West and South Markets!

For real-time inventory availability, pricing and warranty functions, please visit our website: [fl.carrierenterprise.com](http://fl.carrierenterprise.com) or our mobile app: **CE HVAC Contractor Assist**.

