



## CTNext Service Provider Directory Expectations

### Member Expectations

- Only CTNext members, using their real identities may review companies in the service provider directory. To become a member, visit [www.providers.ctnext.com](http://www.providers.ctnext.com). Registration is free.
- You may not share your CTNext account information with anyone else. CTNext reserves the right to delete a rating if it is believed to have been posted by someone other than the account holder. Members may only review companies they have actually worked with.
- CTNext members must provide accurate and current feedback when rating a service provider.
- Members should know that these listings are intended to be a helpful resource for Connecticut entrepreneurs looking for professional services assistance. Connecticut Innovations and CTNext do not endorse any of the service providers listed. Ratings are given by CTNext community members only.
- CTNext reserves the right to remove content, including content that is false, intentionally misleading, defamatory, or unlawful, including hate speech. Comments are intended to represent the overall customer experience and will remain posted unless CTNext considers them to be false, intentionally misleading, defamatory or unlawful.
- Participation as a member is voluntary.

### Provider Expectations

- Only businesses registered with the Connecticut Secretary of State's office may build a listing.
- Service providers must present accurate and current information regarding the services offered by their business.
- CTNext members are mostly Connecticut-based small businesses. Your company should target that market at least partially.
- To add a listing:
  1. Become a member of the CTNext network. [Join](#)
  2. Log into the service provider site. [Log In](#)
  3. Add your company's information to create a profile. It's important to complete this step because that's how members will be able to find you.
- Service providers should monitor their record for questionable commentary. To submit a rating for review, email [connect@ctnext.com](mailto:connect@ctnext.com) and indicate in the email the concern. Service providers should not assume that a negative review will be removed simply because it is negative. A CTNext representative will reply with a status if the listing can be removed based on the



expectations above.

- Service providers should know that a listing on this directory does not indicate an endorsement or partnership with either CTNext or Connecticut Innovations. This directory is intended to be a resource for our members, and a way for service providers to attract new business.
- Participation as a service provider is voluntary.
- Service providers have the opportunity to remove their entire listing at any time, if they do not want to continue with the service.
- To remove a listing:
  1. Log into the service provider site. [Log In](#)
  2. Click on [My Account](#).
  3. From the options, select My Website Listing.
  4. In the bottom right of the listing, click the button for More Info.
  5. In the top right of the screen, click the orange button to Delete.

**Disclaimer:**

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