

## How do I get support after regular business hours?

## **Ouestion**

How do I get support after regular business hours?

## Answer

With Vantage Communications, we offer 24-hour support 7 days a week. Our Customer Concierge team can be contacted via phone in two ways:

- 1. Dial 611 from your Vantage phone
- 2. Call (800) 493-3750 from any phone

For assistance with after-hours issues and requests, press option 2 from the main greeting.

Our on-call support team will be automatically notified of your request for assistance. Our goal is to respond to your message within 20 minutes.

Customer care e-mail is monitored regularly; however, for after-hours assistance you must provide details regarding your request via the emergency voicemail option.

## **Applies To**

MAXvoice MAXcallcommand

Online URL: https://help.maxcore.io/article-28.html