

How do I get support after regular business hours?

28 Thu, Jan 28, 2021 Account Administration

Question

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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>