

VoiceThread Support Packages

VOICETHREAD'S support packages offer varied levels of service so that you can select the best fit for your institution. Our Account Managers are knowledgeable and passionate problem solvers who are eager to help make your VOICETHREAD experience seamless and successful.

STANDARD PACKAGE

INCLUDES THE FOLLOWING:

- Unlimited access to online support pages and documentation
- Unlimited email access to our highly trained support specialists
- Guaranteed response time of two (2) business days (9AM-6PM, Mon-Fri EST)

ENHANCED PACKAGE

INCLUDES EVERYTHING IN THE 'STANDARD SUPPORT PACKAGE' **PLUS:**

- Phone and e-mail support during business hours (9AM-6PM, Mon-Fri EST)
- Guaranteed response time of one (1) business day (9AM-6PM, Mon-Fri EST)

PREMIUM PACKAGE

INCLUDES EVERYTHING IN THE 'ENHANCED SUPPORT PACKAGE' **PLUS:**

- Named contacts and dedicated Account Manager
- Email support on weekends and holidays
- Access to an exclusive phone support number
- Guaranteed response time of four (4) business hours for all issues and two (2) business hours for critical issues (9AM-6PM, Mon-Fri EST)



For any questions, comments, or inquiries regarding VOICETHREAD'S support options, please contact support@voicethread.com.