



Technical Support Contact Info

Our technical support team is available from Monday through Friday from 8:30 am to 5:00 pm US Central Time.

We recommend sending in requests via tickets when possible, so that the first available person in technical support can respond.

Support Tickets:

- Open a support ticket via email: support@sendsage.com
- Open a ticket via the web: <http://sendsage.zendesk.com/>

Emergency Contact Information

We know that uptime is *critical* for all of our customers, and problems don't always happen when it is convenient.

We offer 24x7 support for Severity 1 issues.

A Severity 1 issue is defined as: the Software is not operational and/or there is a critical loss of its capability, or the frequency of failure precludes production use – provided that the software is installed in the correct operating environment.

Please note that after-hours support for non-emergencies may be subject to our after-hours service rate.