

US DIGITAL DESIGNS

Station Alerting Customer Support Request

Normal Business Hours
08:00 – 17:30 MST Monday through Friday ex. Company Holidays

For ALL Support Requests – Initial Contact

Main USDD Number: +1 602-687-1730 or
Toll-free: +1 877-551-8733
EMAIL: support@usdd.com

CUSTOMER MUST COMPLETE INITIAL TROUBLESHOOTING BEFORE CALLING USDD. USDD DOES NOT PROVIDE LEVEL ONE TECHNICAL SUPPORT

DURING NORMAL BUSINESS HOURS

CALL AND EMAIL

Calls will be answered and routed to an available support professional. If no personnel are available, you will be routed to voicemail. LEAVE A VOICEMAIL MESSAGE. This message will be emailed to all support and engineering personnel.

AFTER NORMAL BUSINESS HOURS

If the failure affects **all alerting system-wide, all alerting at a station, or VoiceAlert over Radio**, select the Support option from the telephone menu. This will forward your call to the on-call support engineer. If you get voicemail, LEAVE A MESSAGE. This message will be emailed to all support and engineering personnel.

IF NO ANSWER OR CALLBACK after ½ hour - Escalate in order by phone **and** email:

EMAIL support@usdd.com -- and -- CALL AND EMAIL IN ORDER:

Andy MacFarlane	602-228-4595	amacfarlane@usdd.com
Dominic Magnoni	602-684-5131	dmagnoni@usdd.com
Todd Smith	602-689-3165	tsmith@usdd.com