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## Support Options

### E-Mail - [support@controlq.com](mailto:support@controlq.com)

#### Availability

- 24 Hours a day, 7 days a week, 365 days a year

#### Response

- Immediate automated reply from our mail server to indicate the email has been received
- A technician will respond as soon as feasible

#### Please provide

- Your full name (or the name of a person SAI should contact)
- The name of the property you are emailing about
- A detailed question
- A phone number where SAI can contact you (if email response is unavailable)

### Standard Telephone Support - (877) 430-2801

#### Availability

- 8:30 am to 5:30 pm (Eastern) Monday thru Friday

#### Response

- You will be routed to the next available support engineer
- Should a support engineer be unavailable, you should leave a detailed voicemail
- A technician will respond as soon as feasible

#### Please provide

- Your full name (or the name of a person SAI should contact)
- The name of the property you are calling about
- A detailed question
- A phone number where SAI can contact you

### EMERGENCY Telephone Support - (877) 430-2801

(Emergency is defined as "SYSTEM DOWN")

#### Availability

- 24 Hours a day, 7 days a week, 365 days a year

#### Response

- You will be routed to our voicemail system. Leave a detailed message (see below).
- SAI personnel will respond as soon as feasible

#### Please provide

- Your full name (or the name of a person SAI should contact)
- The name of the property you are calling about
- A detailed message stating the problem and any steps you have taken toward remedy
- A phone number where SAI can contact you