*\*IVR (MAIN Intro- standard)*

Thank you for calling us. Please note our call prompts have changed. **Calls are recorded for training and quality assurance purposes.** Press 1 for customer setup and onboarding, 2 for technical support, **3** for sales or **4** to reach our finance team, or if you have a question regarding a credit card charge. If you know your party’s extension number, dial it now.

*\*IVR (When press 1 for New Customer Setup (onboarding))*

We are experiencing longer than desired hold and set-up times. If you are calling to check the status of an account transfer or new account set up, it is currently taking at least 10 business days after all documents have been submitted completely and correctly. There is no need to call in and check the status of your account as it will not expedite the process, and it is already in our queue. We are diligently working on getting your account and devices set up and we appreciate your patience.

**Press 1** if you still need to speak with someone regarding the setup of an account or questions about onboarding, agreements, or KYC paperwork

“If applicable, for a quick identification process, please have your Us Account Number ready while waiting to be transferred to an onboarding specialist, and we apologize for any hold times.”

\*(10 seconds of music) Send to Agent

*\*IVR (When press 2 for Technical Support)*

We are experiencing longer than desired hold and set-up times. If you are calling to check the status of an account transfer or new account set up, it is currently taking at least 10 business days after all documents have been submitted completely and correctly. There is no need to call in and check the status of your account as it will not expedite the process, and it is already in our queue. We are diligently working on getting your account and devices set up and we appreciate your patience.

Press 1 to receive a link via text message for easy self-help troubleshooting steps of: – (TEXT ENABLEMENT)

* **Cash Only**
* **Stuck on “Us” logo**
* **M01/M02/M03**
* **SIM Initialization FLR**
* **Modem Initialization FLR or MRST with a countdown**

Press 2 if your still need to speak with a technical support agent

\*(20 seconds of music) send to agent

*\*IVR (When press 3 for Sales)*

We are experiencing longer than desired hold and set-up times. If you are calling to check the status of an account transfer or new account set up, it is currently taking at least 10 business days after all documents have been submitted completely and correctly. There is no need to call in and check the status of your account as it will not expedite the process, and it is already in our queue. We are diligently working on getting your account and devices set up and we appreciate your patience.

**Press 1** If you are calling to speak with someone from the Us sales team and do not already know the name of your sales rep

**Press 2** to speak with David

**Press 3** to speak with Harry

**Press 9** to speak with Pete

\*(20 seconds of music)

\*(Office Closed )

Thank you for calling Us. Although the office is currently closed, we have been notified one of our US processing partners is having an outage. This may impact your machines cashless acceptance and they assured us the issue is being diligently worked on. *We will provide an update once resolved*.

Our business hours are Monday to Friday from 8:30am to 5:30pm, with technical support until 8:30pm. Please call back during regular business hours and we will be happy to assist you.