

CUSTOMER SUPPORT - ACTIVELISTENERS.IN

1. Introduction

Welcome to ActiveListeners.in! We are committed to providing our users with exceptional support to ensure a seamless experience on our platform.

2. Support Channels

- Email Support: Reach us at activelisteners@gmail.com for any queries or issues.
- Phone Support: Call us at [phone] during our support hours.

3. Response Time

- Acknowledgement: You will receive an acknowledgment email within 24 hours of submitting your support request.
- Resolution Time: We aim to resolve all issues within 3 business days. Complex issues may take longer, and we will keep you informed of the progress.

4. Support Hours

- Operating Hours: Our support team is available from 9 AM to 6 PM, Monday to Friday.
- Holiday Schedule: Support services are limited during weekends and public holidays. We will notify users in advance of any changes in support availability.

5. User Responsibilities

- Information to Provide: When contacting support, please provide your user ID, a detailed description of the issue, and any relevant screenshots.
- Behavioural Expectations: We expect users to communicate respectfully with our support team. Abusive or disrespectful behaviour will not be tolerated.

6. Confidentiality and Privacy

- Data Protection: We are committed to protecting your

personal data in accordance with our Privacy Policy.

- Information Usage: Information provided by users will only be used to address their support requests and improve our services.

7. Contact Information

- Support Team Contact: For any support-related inquiries, contact us at:
- Email: activelisteners2024@gmail.com
- Phone: [phone]
- Alternative Contacts: [phone]