

Xbox Support Chat



"Please wait for an agent to respond. You are currently '17' in the queue."

All agents are currently assisting others. Thank you for your patience. An agent will be with you shortly. You are currently '14' in the queue.

All agents are currently assisting others. Thank you for your patience. An agent will be with you shortly. You are currently '11' in the queue.

All agents are currently assisting others. Thank you for your patience. An agent will be with you shortly. You are currently '9' in the queue.

All agents are currently assisting others. Thank you for your patience. An agent will be with you shortly. You are currently '5' in the queue.

All agents are currently assisting others. Thank you for your patience. An agent will be with you shortly. You are currently '1' in the queue.

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You are now chatting with 'Adam A'.

Adam A: Hello, thank you for contacting Xbox Customer Support. My name is Adam A. Please give me a moment to review your question.

Adam A: Hello , It's very nice to meet you.

you: Hi Adam

Adam A: I have read your issue and I will definitely help you out with this. :)

Adam A: Give me just a moment to take a look at the account and I'll be right back with you buddy.

Adam A: I apologize for the delay, It shouldn't take me but just another moment or two.

you: Thanks

Adam A: I really appreciate your patience though Michael. :D

Adam A: Alright, I again apologize about the wait Michael. What I need to do is escalate the issue to the Tier 3 support team. They'll get your point's restored for you. :)

Adam A: Just keep in mind that the point's they give you will expire as well. ;)

Adam A: It will take 3-5 business day's for them to get the point's back to you and have everything resolved however it will be a final solution. :D

you: Thanks a lot Adam. I appreciate this and will use my points this time.

Adam A: lol, Sounds good dude. I'm almost finished with this, Should be but just another moment.

Adam A: Alright Michael, Done deal man. I have sent the form to them and they'll get you taken care of.

Adam A: One more thing I wanted to tell you though, When you get the point's back, if you go to billing.microsoft.com and sign in, It will tell you when the point's expire. That way you can kind of expect it. ;)



Agent is typing a message

Enter your message here...

1201951957

Send

