



## Customer Support Contact Options & Information

### Overview

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OPTI Technical Support and Customer Service teams are available to assist with any technical support, product ordering, or customer service needs or questions as they arise. The purpose of this bulletin is to ensure that all OPTI customers and distributors are aware of the most efficient methods and options for receiving timely support.

To ensure the timeliest response, please be sure to **first** submit all of your requests via our Technical Support or Customer Service teams. This will allow for proper documentation and attention to your needs.

OPTI Technical Support and Customer Service teams are available to provide immediate assistance via telephone during our normal hours of operation. After hours support is also available for technical support requests. Our goal is to provide a response to email requests within one business day; however, urgent requests will be escalated and responded to as quickly as possible or required.

### Customer Support Contact Information

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Please use the following contact information as your first option for any technical support or customer service assistance that you may need.

#### **Technical Support:**

Email: [technicalsupport@optimedical.com](mailto:technicalsupport@optimedical.com)  
Website: <http://www.optimedical.com/support.htm>  
Telephone: 800-490-6784, option 1  
Facsimile: 770-510-4445  
Hours of Operation: Monday – Friday, 8 AM – 6 PM EST  
After Hours Support: Weekdays: after 6 PM EST, Weekends: 24/7

#### **Customer Service:**

Email: [customerservice@optimedical.com](mailto:customerservice@optimedical.com)  
Website: <http://www.optimedical.com/support.htm>  
Telephone: 800-490-6784, option 2  
Facsimile: 770-510-4445  
Hours of Operation: Monday – Friday, 8 AM – 5 PM EST

### Requesting Assistance via Email

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If you prefer to submit requests via email, it is **very important** to send your requests to the [technicalsupport@optimedical.com](mailto:technicalsupport@optimedical.com) or [customerservice@optimedical.com](mailto:customerservice@optimedical.com) addresses first. These inboxes are monitored to ensure a timely response. Emails to individual addresses cannot be monitored effectively and may cause unnecessary delays whenever the person is out of the office.

### **Communicating Urgent Matters or Escalating a Request**

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As previously mentioned, our goal is to provide a timely response to all support requests. For normal or non-urgent requests, please allow for a response within 1 business day.

For urgent matters requiring immediate attention, any special requests, or escalations related to previous requests; please email [technicalsupport@optimedical.com](mailto:technicalsupport@optimedical.com) or [customerservice@optimedical.com](mailto:customerservice@optimedical.com) **and** copy the following members of management. Please also feel free to escalate via telephone as needed.

#### **Eric Mack**

Customer Support Manager

Toll Free: 800-490-6784 Ext. 81690

Direct: 770-688-1690

Fax: 770-510-4445

[ericmack@optimedical.com](mailto:ericmack@optimedical.com)

#### **Alfred Marek**

President

Toll Free: 800-490-6784 Ext. 81616

Direct: 770-688-1616

[alfredmarek@optimedical.com](mailto:alfredmarek@optimedical.com)



## Your OPTI Customer Support Team

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We are dedicated to continually improving our ability to deliver world-class technical support and customer service. Please feel free to contact us with your suggestions or product support needs.



**Eric Mack** – Customer Support Manager



**Penny Whitmore** – Customer Service



**Kisha Mitchell** – Customer Service



**Mike Carrasquillo** – Technical Support



**Abe Sierra** – Technical Support



**Laura Clark** – Technical Support



**Pete Faria** – Technical Support