

## **Frequently Asked Questions (FAQ)**

### **1. Why is CHS discontinuing after-hours coverage?**

This change allows us to focus our resources to continue providing the quality, speed, and consistency of support during peak usage times that you have come to expect.

### **2. When does this change take effect?**

After-hours coverage will end on **1/1/26**. Any request submitted after hours will be addressed promptly on the next business day.

### **3. What are CHS's standard support hours?**

Our support team is available:

**Monday–Friday:** 8:30am – 5:00pm EST

### **4. What should we do if an issue occurs outside normal business hours?**

Any issues that arise after normal business hours should be reported using one of the following methods:

- Call 1-800-250-8687 option 2 and leave a voice message including the name of your company, your name, the reason for your call and the best call back number.
- Email [support@mailchs.com](mailto:support@mailchs.com)
- Create a ticket using the [Service Ticket Portal](#). If you have not set up your user to use the portal a CHS technician will be happy to assist with this.

Any ticket submitted outside of normal business hours will receive priority at the beginning of the business day.

### **5. Will this change affect the cost of our services?**

No. This update only impacts coverage hours. All pricing and contract terms remain unchanged unless otherwise communicated.

### **6. Can we request a special arrangement for critical situations?**

If your organization has unique needs, please contact CHS. While after-hours support will not be reinstated, we may be able to help you plan for contingencies or discuss alternative options.

### **7. Who can I contact with questions or concerns?**

We are here to help. If you have any questions about this transition, please reach out to us:

**Phone:** 1-800-250-8687 option 2 You may ask for Julee Carlson

**Email:** [support@mailchs.com](mailto:support@mailchs.com)

**Portal:** [Service Ticket Portal](#) If you have not been set up with a user to access the portal a CHS technician will be happy to assist with this.