

# Support Call Tree

## 1-877-377-8683

### (1-877-ESS-VOTE)



## Election Systems & Software

MAINTAINING VOTER CONFIDENCE.  
ENHANCING THE VOTING EXPERIENCE.

Option 1

Invoices \  
Orders\ Pmts\  
Statements &  
MX\ License  
Agmts

Option 1

Invoices or  
Orders

Option 2

Payments or  
Statements

Option 3

HMA/SLA  
Agreements &  
Renewals

Hardware Maintenance Agreements  
and Software License Agreements

Field MX Scheduling & Inquiries

Option 2

Equipment  
Maintenance &  
Installation

Option 3

Ballot Printing

Ballot Production

Option 4

Hardware &  
Software  
Support

Option 1

Hardware

Technical Hardware Support

Option 2

Software

Technical Software Support

Option 5

Project  
Management &  
Site Support

Option 1

Election Site  
Support

Option 2

Project  
Management  
Services

Ballot Layout and Election Day  
Programming (Coding) and Audio  
Files

Option 6

Ballot Layout  
Programming\  
Coding & Audio

Option 7

Training &  
Documentation

Option 1

Computer  
based Training

Option 2

Hardware &  
Software  
Training

Option 3

Documentation

Option 8

Return  
Materials  
Authorization

Option 1

Returns for  
Repairs

Option 2

Returns for  
Credit

Effective Date: 04-23-07