



Customer Support

To contact SeQent's Customer Support department please use the following methods.

Urgent Issues:

Normal Business Hours (Weekdays 9AM-5PM EST):

- 1) Dial: +1.519.652.0401
- 2) Select: Option 1

If there is no answer then please leave a voice mail message with your contact information and your call will be returned promptly.

After Hours (Weekdays 5PM-9AM EST and Weekends):

- 1) Dial: +1.519.652.0401
- 2) Select: Option 1
- 3) Listen to the on-call phone number provided
- 4) Call the indicated after hours number

If there is no answer then please leave a voice mail message with your contact information and your call will be returned promptly.

Non-Urgent Issues/Questions (Weekdays 9AM-5PM EST):

- 1) E-Mail: Support@SeQent.Com
- 2) Include the following information:
 - a. Contact Information
 - b. Product Name
 - c. Version
 - d. Description of the problem being experienced