

# Spok Customer Reference Guide



## Support (post-implementation)

- [spok.com/customer-support](http://spok.com/customer-support)
- Software: 1-800-420-9705
- Wireless: 1-800-763-6255
- In Australia\*:1-800-016-719
- Outside Australia: \*+61 (8) 6240 0094

\*a customer PIN is required

## Sales

- [inforequest@spok.com](mailto:inforequest@spok.com)
- 1-800-231-2556

## Maintenance

- [renewals@spok.com](mailto:renewals@spok.com)

## Spok Customer Community

- Access Spok solution documentation, connect with other Spok users, and submit ideas
- Direct link: [www.spok.com/myspok](http://www.spok.com/myspok)
- A login is required and can be requested from the page

## Finance/Billing

- Software: 1-800-420-9705
- Wireless: 1-800-763-6255

## Priority Case Management

- Priority 1 and 2 cases:
  - 24/7/365 via phone only
- Priority 3 and 4 cases:
  - Business hours via phone or Customer Community
- Manager escalation available for all priorities

## Customer Community - Web Access

- Log new Priority 3 and 4 cases (should your case become urgent please call to inform us, as cases received via email or our website are not monitored 24/7)
- Check on the status of existing cases
- Report on existing cases
- Review knowledge articles and training webinars
- Submit new product ideas, or vote for existing product ideas submitted by fellow customers via 'Idea Management'

## Update User Information

- [accountupdates@spok.com](mailto:accountupdates@spok.com) for changes in authorized contacts
- For security purposes and to protect your site information, only authorized contacts can report cases and log into the Customer Community. If you require a login, your site's main contact can request a login for you by submitting an email to Spok from their email address on file at Spok.

## Miscellaneous Support Items

When in doubt, please call our Support line or open a case with your request.

We will be able to guide you in the right direction - other items managed through support are:

- RMA and Advanced RMA
- Help with Spok Community

## Escalation Management

When things do not go as planned, a Spok Support manager can assist

- Call our support line, provide your case number and ask to speak to the manager. Managers are available 24/7/365

## Stay Updated

- Receive important information regarding product releases, invitations to product webinars, annual conference information, blog updates, and Spok newsletters
- Send an email to [newsletter@spok.com](mailto:newsletter@spok.com) to sign up and manage contact preferences
- Please do not unsubscribe from Spok product updates

## Connect With Us



[spok.com/blog](http://spok.com/blog)



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