



Emergency: System is down, buss-receiver off-line, magnetic lock will not engage, or failed pages are examples of emergency calls. This type of alarms mean you need to talk to someone immediately. Please call **and** text the contact list in the following order. If you do not get a live voice for some reason and do not receive a call back within 15-30 minutes, proceed to the next contact until you are able to reach an associate with Carolina Senior Care. **You must leave a message with your name, community and the emergency!**

<u>Escalation</u>	<u>Contact</u>	<u>Telephone Number</u>	<u>Note</u>
1	Sales/Tech support	803-429-5925	on call 24/7
2	Tech Support	803-960-1603	on call 24/7
3	Carolina Senior Care	803-407-7921	Daily (No messages)
4	Send text from telephone or to 8034295925@vtext.com or 8039601603@vtext.com		24/7
5	Refer to our partner contact sheet for specific system assistance		
6	support@carolinaseniorcare.com		

Questions: Cannot learn in a transmitter, questions more related to a transmitter or software, change code on the wandering system, questions that relate to functions rather than the system. Why? Or questions that require an answer to something that might occur that you haven't seen before, system is operating 100%, but you are unsure if the severity of the problem. This type of call is not a weekend emergency call. The telephone response time on this type of call is 2-3 hours.

We are a progressive virtual company and the office is not staffed daily. Therefore, if someone is available in the office, you could get a live voice, but if not you will not be prompted to leave a message. Therefore, please call the contact list in the following order.

<u>Escalation</u>	<u>Contact</u>	<u>Telephone Number</u>	<u>Note</u>
1	Carolina Senior Care	803-407-7921	Daily (No Messages)
2	Sales/Tech support	803-429-5925	On call 24/7
3	Tech Support	803-960-1603	On call 24/7
4	sales@carolinaseniorcare.com		

Inquiry: Questions or requirements that don't affect the operation of the system such as non-emergency orders for extra pendants, pagers, wandering tags, or miscellaneous components.

<u>Escalation</u>	<u>Contact</u>	<u>Telephone Number</u>	<u>Note</u>
1	Carolina Senior Care	803-407-7921	Daily (No Messages)
1	E-mail or Fax	866-883-9128 or sales@carolinaseniorcare.com	
2	Sales Support	803-429-5925	On call 24/7

**Last but not least is my home number for holidays, evenings and weekends.
803-732-0604!**