

Procedure for Reporting a Problem to LPS

Place a call to **1-800-856-9610** extension **105**.

Service professionals are available from **8AM** until **5PM EST Monday thru Friday**.

If available, a service professional will answer your call. If the call is routed to voice mail, please leave a voice message when prompted to do so.

A service professional will return the call as soon as he/she is available.

Once connected with the service professional, an incident number and problem description will be logged, and he/she will provide a proactive and personalized response until your incident has been resolved.

Alternately, you can also email customerservice@lpsav.com to report a problem. A service professional will follow up and contact you by phone or email to initiate the problem resolution process.

We welcome the opportunity to work with you and demonstrate how efficiently and cost-effectively your organization can run by incorporating high definition audio, video, and unified communications in your work flow provided by LPS Associates.



LPS Associates, LLC
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