

Further Problems

Overview

If the problem-solving steps in Solution "A" and/or Solution "B" do not work for you, please know that we are very sorry for your inconvenience, and we are working as fast as possible to individually assist each customer.

What To Do

Please follow the steps below:

1. Send an email to "iamdown@igofigure.com" with the subject line "I AM STILL DOWN."
2. Please give us a *date* and *time frame* that you will be at your computer, so we can schedule a technician to call you.
3. Please specify whether you will have Internet access available.

Very Important

The following items are critical, and will assist us in assisting you:

1. Please provide us with a time *frame* in which you will be available - and preferably two hours minimum.

In other words, don't just say: "I'll be at my club between 7:00 and 7:15 - please call me."

You may *arrive* at your club between 7:00 and 7:15, but surely you won't only be there for just 15 minutes, right?

We really realistically need a minimum of a two-hour window, such as: "I'll be at my club tomorrow morning between 7 a.m. and 9 a.m." in order to be able to schedule a call and meet that timeframe.

2. Please give us a *minimum* of 2 or 3 hours in the future for your scheduled call.

In other words, don't just email us and say: "I'm at my club right now, I'll only be here another 2 hours, call me immediately!"

At minimum, try to give us 2 or 3 hours notice, so we can realistically schedule a call with you and keep the appointment.

3. Please use the proper email address! This is very important. We are giving special high-priority monitoring to the "iamdown@igofigure.com" email address for the subject line "I AM STILL DOWN."
4. *Please* do not send us repeated emails! We are working around the clock, and will get to each customer as soon as we can, in the order the emails are received.

Sending multiple emails does NOT get you a call any more quickly, but it does delay those in line behind you, as we end up making unneeded multiple calls to your location (once for each email received).

Thank You!

Once again, we thank you for your patience and understanding as we work to resolve this situation!