

# Layer 42 - DO NOT ASSIST-7291

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## Resolution Steps

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With **Layer 42** customers, we are **not** to assist them with their billing/account inquiries at this time.

Any question asked should be forwarded to [billing@layer42.com](mailto:billing@layer42.com)

**AGAIN – UNDER NO CIRCUMSTANCE ARE YOU TO DISCUSS A LAYER 42 ACCOUNT OVER THE PHONE**

Gather the caller's information and send to [billing@layer42.com](mailto:billing@layer42.com). They will receive a response within 48 business hours.

### Required information:

- Account Name
- Contact who called
- Their email address
- Their phone number
- Brief description on the issue

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=258>