Layer 42 - DO NOT ASSIST-7291

Resolution Steps

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**

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**. 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