



MEMBER SUPPORT GUARANTEES

Software

- EXTO provides your members with [toll free support](#), Monday through Friday, 8:00 a.m. to 5:00 p.m. (PST) at 1.844.537.0329.
- Support can be accessed via phone, email, and online chat. All emails and phone calls will be returned within 3 business hours.

Perks

- EXTO provides your members with 24/7/365 toll-free support through a dedicated 800 number located on the Perks pages.
- EXTO provides online email support for members within 8 hours of receiving a request Monday through Friday and within 24 hours of the request on Saturday and Sunday.

SERVER/TECHNOLOGY GUARANTEE

EXTO's software host guarantees 99.9% up-time. Routine maintenance is accomplished on weekends between the hours of 1:00 a.m. and 3:00 a.m. (CST). Backup software implementation is guaranteed within 30 minutes of any unexpected outages. In addition to this up-time guarantee, EXTO takes our program's security seriously by annually testing our platform's vulnerability through a top-rated IT security agency.