



Service Level Expectations

Vita Customer Support

Our Specialty Customer Service and Support Center is the primary contact to assist you with all of your wireless needs: device orders, programming and billing. Contacting our Support Center is the quickest and easiest solution for your account-related needs.

Support Hours

Monday through Friday: 6:30a.m. – 7:30p.m. CST

The support number listed below will put you in touch with after-hours emergency assistance outside of the standard support hours.

PHONE: 1-866-206-6635

Efax: 1-866-381-1797

EMAIL: vita@usamobility.com

For Service Escalations: Contact our Management Team – our Management team can be reached by asking for a member of Management utilizing the above 800 number

Matthew Miller

Customer Support Supervisor

Vickey Layton

Customer Support Supervisor

Scott Waite

Customer Support Supervisor

Sara Tea

Customer Support Manager

Samantha Barr

Customer Support Supervisor

Kendy Murphy

Customer Support Supervisor

Bic Ngo

Customer Support Manager

Or Visit <http://www.usamobility.com/customer-care> for the new pager return shipping address and labels, frequently asked questions and more!

Start Managing Your Account Online Today!

Use the online **My Account** service for a quick, easy and convenient way to manage your paging account. With **My Account**, you can log into your account any time to order and activate pagers, view your account balance and more...

Contact Customer Support to set up your **My Account** login. For more information on **My Account**, visit: <http://www.usamobility.com/myaccount>

