

# Request a Callback for Personalized Support \*

Unfortunately, due to the high volume of work, we are currently unable to offer callbacks. We appreciate your patience and understanding during this time.

We are dedicated to providing you with high-quality customer support. While our main support channels are through the ticket system, email, and live chat, we also offer the option to request a callback from our technical support team.

## Callback Pricing

To add a more personalized touch, you can request up to three callbacks per month for a nominal monthly fee. Each callback costs only 9.99 USD, or a total of 14.99 USD per month for up to three callbacks.

## Country Availability and Language

We currently offer callbacks for customers in select countries, including but not limited to Brazil, Canada, Portugal, the United Kingdom, and the United States. Our callbacks are conducted in either English or Portuguese.

## Important Conditions

Please note that callbacks cannot be made for security or abuse matters, as we require a full written record of all communications in these cases. Each callback is limited to 15 minutes, so if you need more time, it will count as an additional callback. Finally, all callbacks must be scheduled ahead of time to ensure we can provide you with the best possible support.

## How to Request a Callback or Voice Call

If you're interested in requesting a callback or voice call, please reach out to our team using the same guidelines. We're here to help and look forward to providing you with personalized support.

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