

FY 2017 VITA/TCE TAXSLAYER HELP DESK SUPPORT

PRE-FILING SEASON HOURS OF OPERATION

Telephone: 1-800-421-6346

Email: Support@vita.taxslayerpro.com

CHAT SUPPORT:

(Available within the software during hours of operation)

DATES	DAYS	HOURS
Software Delivery End of November 2016 - April 2017	Sunday- Saturday	8:00 AM – 8:00 PM EASTERN STANDARD
November 23, 2016	Wednesday	8:00 AM – 5:00 PM EASTERN STANDARD
November 24 & 25, 2016 Thanksgiving Break	Thursday & Friday	Closed
December 9, 2016	Friday	8:00 AM – 5:00 PM EASTERN STANDARD
December 23 – 26, 2016 Christmas Break	Friday - Monday	Closed
December 31, 2016	Saturday	8:00 AM – 5:00 PM EASTERN STANDARD

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DATES	DAYS	HOURS
January 1, 2017 New Year's Day	Sunday	Closed
January 2 - April 23, 2017	Monday - Friday	8:00 AM – 12:00 Midnight EASTERN STANDARD
	Saturdays and Sundays	8:00 AM – 8:00 PM EASTERN STANDARD
April 16, 2017 Easter Holiday	Sunday	Closed

POST FILING SEASON HOURS OF OPERATION

Telephone: 1-800-421-6346

Email: Support@vita.taxslayerpro.com

CHAT SUPPORT:

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DATES	DAYS	HOURS
April 24 - October 29, 2017	Monday - Friday	8:00 AM – 5:00 PM EASTERN STANDARD

No service available on Saturdays and Sundays