

FY 2019 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 2018 Thru 2019	Monday- Friday	8:00 AM – 8:00 PM EASTERN STANDARD
	Saturdays and Sundays	8:00 AM – 8:00 PM EASTERN STANDARD
November 21, 2018	Wednesday	8:00 AM – 3:00 PM EASTERN STANDARD
November 22, 23, 24 & 25 2018 Thanksgiving Break	Thursday - Sunday	Closed
December 7, 2018	Friday	8:00 AM – 3:00 PM EASTERN STANDARD
December 22 – 25, 2018 Christmas Break	Saturday - Tuesday	Closed
December 31, 2018	Monday	Closed
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January 1, 2019 New Year's Day	Tuesday	Closed
April 21, 2019 Easter Sunday	Sunday	Closed
January 2 - April 20, 2019	Monday - Friday	8:00 AM – 12:00 Midnight EASTERN STANDARD
	Saturdays and Sundays	8:00 AM – 8:00 PM EASTERN STANDARD
POST-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)		
Begins April 22, 2019	Monday - Friday	8:00 AM – 5:00 PM EASTERN STANDARD
No service available on Saturdays and Sundays		