

FY 2018 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 2017 Thru 2018	Monday- Friday	8:00 AM – 8:00 PM EASTERN STANDARD
	Saturdays and Sundays	8:00 AM – 8:00 PM EASTERN STANDARD
November 22, 2017	Wednesday	8:00 AM – 3:00 PM EASTERN STANDARD
November 23, 24, 25 & 26 2017 Thanksgiving Break	Thursday - Sunday	Closed
December 8, 2017	Friday	8:00 AM – 3:00 PM EASTERN STANDARD
December 23 – 26, 2017 Christmas Break	Saturday - Tuesday	Closed
December 31, 2017	Sunday	Closed
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January 1, 2018 New Year's Day	Monday	Closed
April 1, 2018 Easter Sunday	Sunday	Closed
January 2 - April 16, 2018	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 17, 2018	Monday - Friday	8:00 AM – 5:00 PM EASTERN STANDARD
No service available on Saturdays and Sundays		