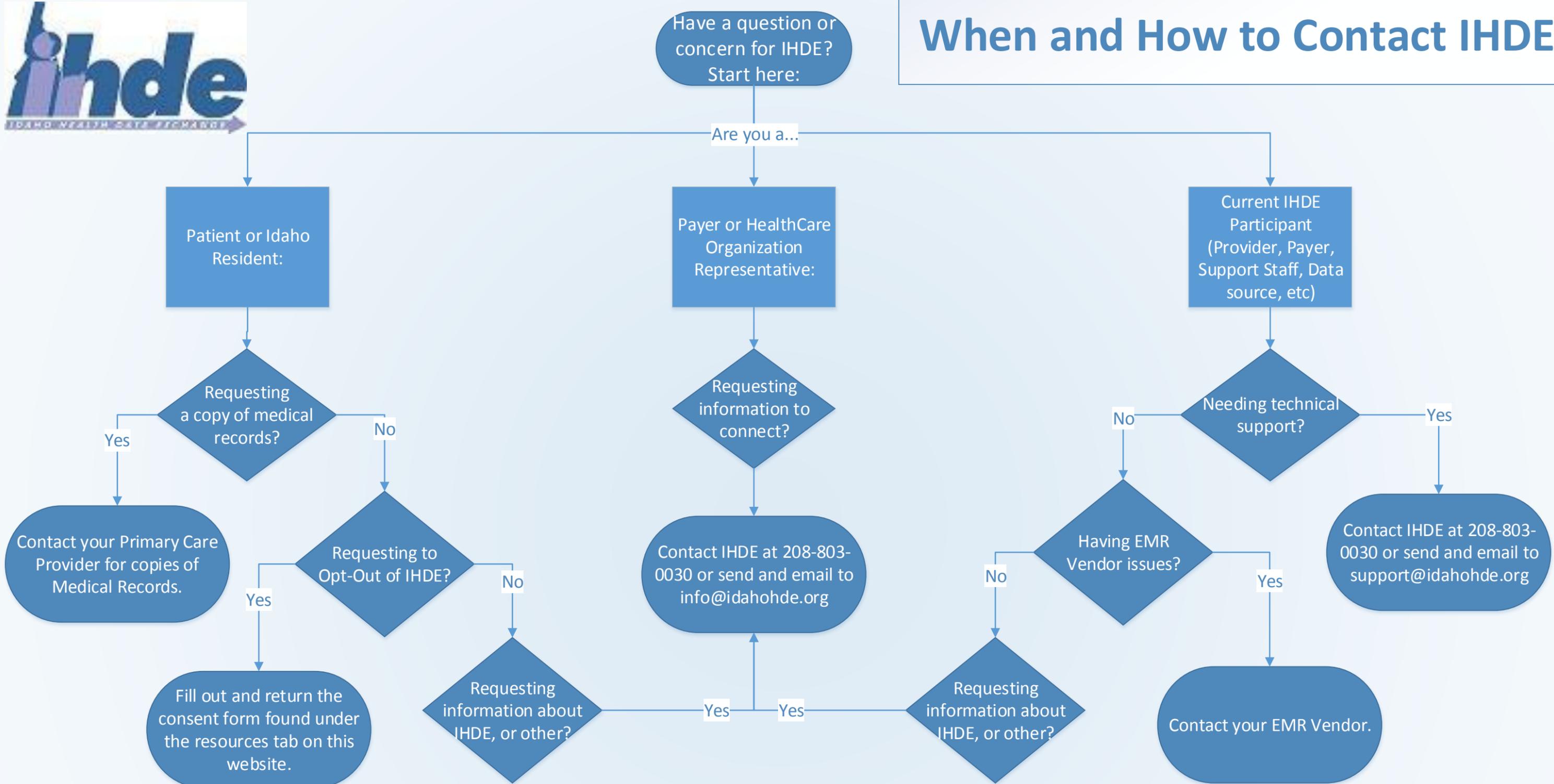




When and How to Contact IHDE



IHDE has a help desk staffed from the hours of 8:00 to 6:00 Mountain Time (MT), Monday-Friday, with exception of Federal holidays. A voice mailbox is maintained for after-hours communication. Return phone calls are made in response to voice messages no later than two business days after the initial contact.

IHDE will respond to all verbal and written complaints or concerns within two business days of receipt. IHDE tracks and monitors all reported complaints or issues. Request forms (Opt-outs, New User Requests, etc) are processed within five to seven business days of receipt.