# Dear [Account],

# [Your Company Name] offers a delivery assurance plan to facilitate calls in the event of service degradation.

# During this temporary event:

1. IVR users can continue to use their standard workflow.
2. VRI services are not available, users can access the alternate service by dialing an IVR number to reach an OPI interpreter.
3. OPI services are not available via the web or mobile apps, users can access alternate services by dialing an IVR number to reach an OPI interpreter.

# Instructions to Access Alternate Services

Use these instructions if you typically access VRI and OPI services via web or mobile apps. If you typically use IVR, you can continue using your standard workflow.

1. Dial this number to reach an over the phone interpreter [INSERT IVR NUMBER FOR THIS ACCOUNT]
2. If prompted, enter the following PIN [INSERT PIN FOR THIS ACCOUNT]
3. If prompted, speak any important business information related to the call (for example, caller name, case ID number, department, etc)

We apologize for the inconvenience and will inform you as soon as services have returned to normal. We expect services to return quickly.

Thank you for your patience,

[Company Contact]