

Temporary Support Phone Number Update

02.06.2026

Hello,

We want to let you know that our primary support phone number (855-818-7001) is currently experiencing an unexpected outage. **In the meantime, our support team is still fully available.**

Please call **877-818-7001** and follow the prompts — **Support is option 3** — to reach us directly.

This number can also be used for **emergency after-hours support**, so you will not experience any interruption in assistance while we work to restore the primary support line.

Our phone provider has escalated the issue, and **we are working quickly to resolve it and bring the main support number back online as soon as possible**. We will provide an update once service is fully restored.

Thank you for your patience and understanding. If you need assistance, please don't hesitate to reach out using the number above.

Sincerely,

Acre Security

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