



**CB
PROGRAMS, INC.**

Information & Technology Services / Unemployment Reimbursement Program Customer Service Line

Dial 800-807-0200
Business Hours
8:00AM to 4:30 PM Central

You Will Hear:
Thank you for calling CBPrograms, a subsidiary of Christian Brothers Services. If you are calling from a touch tone phone and know the extension of the party you are trying to reach you may enter that number at any time or if you know their last name **dial 8** for a directory. If you are calling in regards to Website Services, please **press 1**. If you are calling in regards to IT Support Services, please **press 2**. If you are calling in regards to the Unemployment Reimbursement Program, please **press 3**.

After Hours

You Will Hear:
You have reached the Information & Technology Services night message center. Our offices are currently closed. The system will page an ITS representative to review your message. Please indicate if you require an immediate call back. Otherwise, your call will be returned on the next business day. To leave a detailed message **press 1** and begin speaking at the tone.

**E-mail Sent To
Tom Drez &
John Desmond**

Press 1 for Website Services

On no answer you will hear:
You have reached the phone of Greg Hays at CBPrograms Website Services. I am either on the phone or away from my desk. Please leave a detailed message at the tone and I will return your call. If you need to speak to someone right away please **press 0** to be transferred to the help line.

**At Tone
Leave A Message**

**Press 0
Website Services
Help Line**

Press 2 IT Support Services

**ITS Operations
Help Line**

On no answer you will hear:
You have reached the IT Support Services help line. We are currently unavailable to take your call. Please leave a detailed message at the tone and we will return your call as soon as possible.

**At Tone
Leave A Message**

**Press 3 for the Unemployment
Reimbursement Program**

Donna Floyd

**Donna Floyd's
Voicemail**