

# How can I talk to someone on blockchain?{{Communicate}}\*\*

## What do I do if I run into an issue on the Blockchain.com Exchange?

### How can I obtain assistance?

If you are unable to locate an answer to your inquiry or a solution to your problem on the Blockchain Exchange Support Center, [US] 1-956-230-6731[US/OTA] you may contact the Exchange Support team through our live chat service. Our agents are available 24/7 to provide support for our users. [US] 1-956-230-6731[US/OTA]

Alternatively, you can submit a ticket to our support team here. Please note that we do not currently offer support via phone. [US] 1-956-230-6731[US/OTA]

How can I ensure that my ticket is addressed promptly by the Support Team? [US] 1-956-230-6731[US/OTA]

Here are several "best practices" to keep in mind when submitting a new support ticket. Adhering to these best practices can often help reduce the time you spend waiting for a resolution. [US] 1-956-230-6731[US/OTA]

### Review our FAQs

We strive to maintain our FAQ content as comprehensive, current, and well-organized as possible to minimize the time you need to spend searching for answers. [US] 1-956-230-6731[US/OTA] If you encounter any information that you believe is inadequately described or represented, please do not hesitate to bring it to our attention by submitting a support ticket. [US] 1-956-230-6731[US/OTA]

### Provide Detailed Information

Ensure that you include all potentially relevant details in your initial ticket to minimize back-and-forth communication. Depending on the nature of the issue, useful information to provide may include: [US] 1-956-230-6731[US/OTA]

### Order Number (located on the history page)

Any addresses and memos (if applicable) related to a deposit or withdrawal  
The time of the transaction and the price paid. [US] 1-956-230-6731[US/OTA]  
Screenshots of any errors or inconsistencies you are experiencing  
A concise description of what you expected to occur and what actually transpired. [US] 1-956-230-6731[US/OTA]

## **Submit Screenshots in the Correct Format**

JPG and PNG are the only file types we are authorized to open. [US] 1-956-230-6731[US/OTA]

## **Follow us on social media**

We regularly update our social media channels with pertinent news, outages, and known issues that our users may be facing. To stay informed, follow us here: [US] 1-956-230-6731[US/OTA]

**Twitter**

**Telegram**

**Instagram**

Call support [US] 1-956-230-6731[US/OTA]