

Ascensia Diabetes Care Customer Support Information

In order to support you with blood glucose management needs during this time of safe distancing, please see below for resources available from Ascensia Diabetes Care.

To Receive Assistance With Your CONTOUR®NEXT Blood Glucose Meter:

- You can call the Ascensia Diabetes Care Customer Support Team at [1-800-348-8100](tel:1-800-348-8100) (8:00am to 12:00am EDT, 7 days a week).
- Customer Support Agents are available to answer questions on the spot, or you can request a call back.
- You will need to have the following:
 - Your CONTOUR®NEXT blood glucose meter
 - Your CONTOUR®NEXT blood glucose meter registration information
 - Your CONTOUR®NEXT blood glucose meter serial number
 - Please mention code **CTR-123** in order to identify this specific communication.

To further support your needs, please use the following resources:

- [Getting Started with the CONTOUR®NEXT ONE smart meter and CONTOUR®DIABETES app](#)
- [MICROLET®NEXT Product Features and How to Use Resources](#)
- [Online Frequently Asked Questions](#)

How to Reach the Ascensia Diabetes Care Customer Support Team:

- Phone: 1-800-348-8100 (8:00am – 12:00am EDT, 7 days a week)
- Email: support@ContourNext.com
- [Online Chat](#) (8:00am -10:00pm EDT, 7 days a week)