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Google is one of the largest technology companies in the world. It primarily offers Internet services, such as its search engine, productivity apps as well as the Android smartphone platform. Google does not offer significant phone-based customer support, preferring to deal with customers via email and other online mediums. However, there are a few divisions at Google that do provide customer service by phone. Why Do People Call Google Customer Support? People call google customer support for a range of reasons, including: Technical Support Questions about Google products and services Reporting the hacking and hijacking of Google accounts Making changes to subscriptions for products and services Question refunds or an investigation into a financial transaction In most cases, when individuals call a published google customer support number, they will be directed to a phone menu that provides a recorded message directing the caller to a website that provides further information. You can typically find this information on your own, however, through Google's support website. Generally, only business-to-business services, such as Google Merchant Center, offer phone-based support. Some of those services provide customers with a number they can call, while Google G Suite offers an online callback service. Note: Some consumer advocates and journalists have noted that there are some fraudulent companies that advertise Google customer service phone numbers. If you call these numbers, the person who answers may try to trick you into providing personal information that can be used to hijack your accounts or steal your identity. Best Practices for Calling Google Customer Service Unless you are calling one of the few divisions that allows you to call for service, be advised that calling Google directly will only take you to a voicemail menu that will advise you to visit a website. Have pen and paper handy: You'll need it to write down the website address that the system provides you. If you are calling Google directly or requesting a callback for services that provide phone-based support, do the following: Before calling, make sure that you have any documentation handy. This includes any invoices, receipts or correspondence between you and Google regarding your current issue. Have your computer or device handy so that you can troubleshoot along with the customer service representative. Have some way of taking notes during the call. How do Consumers Feel About Calling Google Customer Service? Many users of Google services are upset that Google does not provide phone-based customer service to most of its customers. However, there are reports that Google is generally responsive to online requests for support, though it can take a bit of time to achieve a resolution. Calls to customer support for Google's business services are generally handled professionally and these callers report satisfaction with the level of service received. What Kind of Issues can Google Customer Service Representative Resolve? A Google customer service representative can handle most issues that B2B services customers experience, including technical issues, billing concerns, and answering questions about appropriate products and services. What Can't Be Resolved With a Call to Google Customer Service? Google's services are primarily offered online, so there is little that can't be addressed by phone. Individuals who are calling about problems with their Android operating system may need to visit a repair center or phone retailer to deal with potential warranty or hardware issues. What Should You Do If You Have an Unsuccessful Call with Google? If you get off the phone with a Google customer support agent and feel as though your situation wasn't handled correctly, don't give up. You still have options. Your first step should be to review any notes you took during the call. Try and see if there was a misunderstanding somewhere: If so, you can mention this to the next person you speak to. Next, call Google back or, if you are calling about a G Suite account, request another callback. Explain your situation to the agent, who may have the experience or training to provide you with a satisfactory resolution. If the second call doesn't work, try another way of getting in touch with Google. One option is to use Google's live chat option for G Suite accounts. Another is to send an email asking for help. Both of these options have the benefit of providing you with a transcript of your communication, which can come in handy if you have to escalate your case. For full functionality of this site it is necessary to enable JavaScript. Here are the instructions how to enable JavaScript in your web browser. 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