Support & Billing Services

Business Hours & Call Handling

- **Business Hours:** Monday to Friday, 8:30am to 5:30pm.
- Outside of lunch periods and the weekly team meeting, calls are generally answered within **5 rings**.
- Team meetings are held **once per week for 1 hour**.
- If calls go to voicemail because all staff are assisting other customers, voicemail callbacks will generally be actioned within **1–2 hours** of receiving the voicemail.

After-Hours Support

- **After-hours support is available for urgent faults.**
- A voicemail must be left when contacting us after hours so the issue can be assessed and a callback arranged.
- After-hours callbacks are generally provided within **1–2 hours** of receiving the call.

Faults & Technical Support

- Faults are logged immediately once any applicable **ICOF (Incorrect Call Out Fee)** has been approved.
- In some circumstances, additional **Level 1 troubleshooting** may be required before a fault can be lodged with the carrier.
- Where additional information or troubleshooting is required, a ticket will be created and the required responses or information will be requested.
- Once all required information has been received, the fault will be lodged with the relevant carrier.
- Updates will be provided via the ticket as information is received from the carrier.

Moves, Adds & Changes

- Moves, Adds and Changes that do not require cost approval can generally be completed over the phone.
- If a request requires additional work or may take longer to complete, a ticket will be created and updates will be provided as the request progresses.

Account Payments

- Account payments can be processed over the phone by the Client Services team when paying by credit card.

Billing Disputes

- Billing disputes submitted by email or ticket will generally be reviewed by the team within **48–72 hours**.
- An update will be provided regarding the nature of the dispute and any further information required.

Cancellations

- Cancellation requests must be provided **in writing**.
- A **30-day cancellation notice period** applies.

Escalations

- The **Client Services Manager** is available for escalations and for matters where a ticket has exceeded the applicable standard SLA