

# How to contact your helpdesk

## OFFICE HOURS

T4B is at your service from 8am until 6pm, Monday to Friday.

## GENERAL SUPPORT REQUESTS

**Option 1:** Send an email to [support@t4b.com.au](mailto:support@t4b.com.au).

Please provide as much information in your email as you can along with any error messages that you may have encountered. Screen shots are often a great help too.

**Option 2:** If you're unable to email, feel free to give us a call on 1300 042 122.



## CRITICAL ISSUES

To obtain support for critical issues such as a server down, network down, anything that stops the majority of staff working, it's probably best you give us a call on 1300 042 122.

## AFTER HOURS IT EMERGENCIES

After hours support is available for critical issues outside of our normal office hours. Simply call 1300 042 122 and follow the prompts. You will be transferred to one of our on call engineers.