Support Services

Support is included in all Zettanet services and is available 24 x 7 x 365. Please visit www.zetta.net.au as your first support resource. The Support pages contain links to our Service Status page, FAQs, Support Videos and other resources to assist in managing your environment. If you still cannot find your answer please email support@zetta.net.au or call our Operations Centre on 1300 139 550.

Contact Options

Support Phone	1300 139 550
Support Email	support@zetta.net.au
Homepage	www.zetta.net.au
Status Page	http://status.zettagrid.com/
Support Homepage	www.zetta.net.au/support
Business Hours Period	Monday - Friday: 6AM – 5PM AWST
After Hours Period	Monday – Friday: 5PM – 6AM WST, Saturday, Sunday, WA Public Holidays

Response Targets

Email (Business Hours)	Up to 4 business hours
Email (After Hours)	Next Business Day
Phone (Business Hours)	Priority 1: 0-30 min Priority 2: Up to 4 Bus. Hrs Priority 3: Up to 8 Bus. Hrs
Phone (After Hours)	Priority 1: 0-30 min Priority 2: Next Bus. Day Priority 3: Next Bus. Day
Notice of Hazardous Works or Maintenance	At least 7 days

Priorities

Priority 1	Your service is DOWN or severely degraded. The loss or degradation of this service is having a significant impact to your business.
Priority 2	Your service is available but is degraded and may be experiencing frequent or repeated faults. Your business can still operate, but productivity is adversely impacted.
Priority 3	When your service query does not fit within the priority 1 or 2 categories. This includes service requests, configuration changes and how to do requests.

Incident Logging and Escalation

For Priority 1 Incidents	Call **1300 139 550**, you may also send email with details to support@zetta.net.au BUT you must also call to ensure your incident receives appropriate attention. When you call state that the incident is a Priority 1 and that your request for assistance is urgent.
For Priority 2 & 3 Incidents	Email to support@zetta.net.au or call 1300 139 550.
Escalation Requests	First Escalation: Call the Operations Centre, quote your incident number and state that you have not yet had a response. Second Escalation: Call the Operations Centre, quote your incident number and request escalation to the Customer Assurance Manager. Third Escalation: Call the Operations Centre, quote your incident number and request escalation to the Operations Manager.