

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		Response Targets		Priorities	
Support Phone	1300 139 550	Email (Business Hours)	Up to 4 business hours	Priority 1	Your service is DOWN or severely degraded. The loss or degradation of this service is having a significant impact to your business.
Support Email	support@zetta.net.au	Email (After Hours)	Next Business Day	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.
Homepage	www.zetta.net.au	Phone (Business Hours)	Priority 1: 0-30 min Priority 2: Up to 4 Bus. Hrs Priority 3: Up to 8 Bus. Hrs	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.
Status Page	http://status.zetta.net.au/	Phone (After Hours)	Priority 1: 0-30 min Priority 2: Next Bus. Day Priority 3: Next Bus. Day		
Support Homepage	www.zetta.net.au/support	Notice of Hazardous Works or Maintenance	At least 7 days		
Business Hours Period	Monday - Friday: 6AM – 6PM AWST				
After Hours Period	Monday – Friday: 6PM – 6AM WST, Saturday, Sunday, WA Public Holidays				

Incident Logging and Escalation	
For Priority 1 Incidents	<ol style="list-style-type: none"> 1. Email support@zetta.net.au and you will receive an automated incident number (INCXXXXX). 2. Call the Operations Centre on 1300 139 550 and quote the INCXXXXX number. 3. State to the operator that this incident is Priority 1 and that your request for assistance is urgent.
For Priority 2 & 3 Incidents	Email to support@zetta.net.au or telephone 1300 139 550.
Escalation Requests	<ol style="list-style-type: none"> 1. First Escalation: Call the Operations Centre, quote your incident number and state that you have not yet had a response. 2. Second Escalation: Call the Operations Centre, quote your incident number and request escalation to the Operations Centre Manager. 3. Third Escalation: Call the Operations Centre, quote your incident number and request escalation to the Operations Manager.