

# HOW TO: CONTACT IT SUPPORT

All support requests should go through our helpdesk system. This helps us track and prioritise requests and allows us to give you email updates as your request progresses.



To raise a support ticket,  
please email:

[support@elevatebusiness.com.au](mailto:support@elevatebusiness.com.au)



You can also call us on  
**1300 875 355**

for general support and we will raise  
a helpdesk ticket for you.



For any **critical** requests, please call  
directly on the following numbers:

James on 0448 335 570  
or Brad on 0427 447 513

## SEE BELOW FOR STATUS DEFINITIONS AND APPROXIMATE RESPONSE TIMES...



### **CRITICAL:**

Within 1 business hour: Catastrophic inability to complete job duties.

*Example: computer does not turn on or boot up properly, server or network failure affecting all users.*



### **HIGH:**

Within 3 business hours: Loss of a major job duty.

*Example: E-mail not working, not connected to internet, inability to print at all, VoIP not working, no phone*



### **MEDIUM:**

Within 4 business hours: There is a problem to be solved, but customer is still functional and has other options available.

*Example: Desktop printer is not working, but customer has access to other network printers. VoIP phone working but voicemail not working. Intermittent backup failures.*



### **LOW:**

Within 8 business hours: General request for machine setup reformats or other tasks that are not time sensitive.

*Example: User needs help but will not be available until a few days later, problems only affecting 1 user.*