



SUPPLIER OF:
Broadband
Computer Systems
Help Sheets
IT Training
Maintenance Programs
OnSite Support
Websites
Wireless Technology

Home User Service Level Agreement

Home clients have two ways of initiating contact with Cootacom. They are as follows;

1. Email

Sending requests for work, quotes, equipment, information and/or advice to helpdesk@cootacom.com.au

This service is available 24 hours a day, 7 days a week.

2. Phone

Contacting Cootacom and speaking with a Helpdesk Operator and or leaving a message with the Cootacom answering service. Cootacom's phone number is **(03) 9255 5549**.

This service is available 24 hours a day, 7 days a week.

As a Cootacom Home Client, when you contact us using either of the two methods offered, Cootacom agrees to provide the following level of service:

- Maximum 24 hour turn around time to make contact with you after your initial enquiry (during business hours*). Contact will be made by either email or telephone, and in most cases we will be able to resolve your query using either of these methods.

If an onsite visit is required, then the following conditions will apply:

- 48 hour onsite response from when you first contacted Cootacom (during business hours*).

Limited support is provided during weekends/public holidays.

Fair Use Policy applies to using the Helpdesk Service.

Onsite Visits are undertaken between 8:30am and 5:30pm Monday to Friday, with prior arrangements for work undertaken outside of these hours.

***NOTE:** Cootacom Business Hours are 8:30am to 5:30pm Monday to Friday.