

Support is included in all ZettaGrid services and is available 24 x 7 x 365. Please visit www.zettagrid.com 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@zettagrid.com or call our Operations Centre on **1300 597 656**.

Contact Options		Response Targets		Priorities	
Support Phone	1300 597 656 (+61 8 6314 6580)	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@zettagrid.com	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.zettagrid.com	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.zettagrid.com/	Phone (After Hours)	Priority 1: 0-30 min Priority 2: Next Bus. Day Priority 3: Next Bus. Day		
Support	www.zettagrid.com/support	Notice of Hazardous Works or Maintenance	At least 7 days		
Business Hours	Monday - Friday: 8AM – 8PM GMT +10 (Sydney)				
After Hours	Monday – Friday: 8PM – 8AM GMT+10 (Sydney), Saturday, Sunday, Public Holidays				

Incident Logging and Escalation	
For Priority 1 Incidents	Call 1300 597 656, you may also send email with details to support@zettagrid.com 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@zettagrid.com or call 1300 597 656.
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 Operations Centre Manager. Third Escalation: Call the Operations Centre, quote your incident number and request escalation to the Operations Manager.