

Support is included in all ZettaGrid services and is available 24 x 7 x 365. Please visit [www.zettagrid.com](http://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](mailto:support@zettagrid.com) or call our Operations Centre on **1300 597 656 or +61 8 6314 6580**.

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	<a href="mailto:support@zettagrid.com">support@zettagrid.com</a>	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	<a href="http://www.zettagrid.com">www.zettagrid.com</a>	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	<a href="http://status.zettagrid.com">status.zettagrid.com</a>	Phone (After Hours)	Priority 1: 0-30 min Priority 2: Next Bus. Day Priority 3: Next Bus. Day		
Support	<a href="http://support.zettagrid.com">support.zettagrid.com</a>	Notice of Hazardous Works or Maintenance	At least 2 business days (Excludes Emergency Maintenance)		
Business Hours	Monday - Friday: 6AM – 5PM (UTC+8 : Perth/Singapore)				
After Hours	Monday – Friday: 6PM – 5AM (UTC+8 : Perth/Singapore) Saturday, Sunday, Public Holidays				

Incident Logging and Escalation	
For Priority 1 Incidents	Call 1300 597 656, you may also send email with details to <a href="mailto:support@zettagrid.com">support@zettagrid.com</a> 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 <a href="mailto:support@zettagrid.com">support@zettagrid.com</a> or call 1300 597 656 or +61 8 6314 6580
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.