TECHNICAL SUPPORT PROCESS

There are several ways for you to log a support request. The method used will depend on the urgency of the issue, as well as your preferred method of contacting us. You can contact Calvert Technologies by phone, email, or Customer Portal (for clients on a Managed Service Agreement).

- To log a support request by email, please send an email to help@calvert.net.au, with a detailed message of your issue and preferred method of return contact. The email will be logged into our system and assigned a ticket number, which will be sent to you by return email. All email requests are scheduled accordingly in our management system. The ticket number assigned will be the reference you use in all communication with regard to that particular matter.

- To log a support request by phone, please call our office on (08) 7325 5000 and follow the prompts (option 1). Your call will be directed to our Help Desk team and logged into our ticket management system, at which point a ticket number will be given to you over the phone and emailed to the primary contact nominated for your business. The ticket will be assigned to a systems engineer and work will be scheduled accordingly, just as it is with email support requests. The ticket number assigned will be the reference you use in all communication with regard to that particular matter.

- For clients on a Managed Service Agreement (we call these a "Network Care Plan"), you can log a support request via the Customer Portal by navigating to https://cw.calvert.net.au/support and logging in.

Response Times

Our response times on support requests will be dependent on your agreement terms, and the urgency of the matter. Clients who enjoy a Managed Service Agreement are given priority over ad hoc requests. Response times outside standard office hours for *all clients* will be dependent on the urgency of the matter, and will be charged out of hours rates should technical intervention be required.

Phone Calls

Due to the nature of our business, it is not always possible to have someone in the office monitoring the telephones or email. Standard hours are 8:00am to 5:30pm (Adelaide time) and outside of these times, callers have the option to leave a voicemail message, which will be attended to during the next business hours period, or diverted to the emergency after-hours service which is a "best effort" service only and may require you to leave a voicemail message.

When a call is answered by a service, we ask that you please clearly leave your name, contact details, and a brief description of the issue at hand. A member of the support team from Calvert Technologies will assess the timing and urgency of the matter, and will respond accordingly, and attempt to resolve the issue if the matter is urgent.

Our aim is to make the process as simple and stress free as possible for you and your staff. We welcome and encourage client feedback should you have suggestions on how we can improve our processes