



**Customer Support**

*NET360 provide several options to contact us for support. Please choose an appropriate method based upon the technical issue you have*



**Online Support Portal - <https://net360.link/support>**

Visit <https://net360.link/support> in a web-browser for:

- Contactable 24x7
- Internet Outages
- Help Desk support with your Internet connection
- Adds moves changes and Fault Finding



**Phone Support - 1300 638 360 opt 1,2**

Call 1300 638 360 opt 1, 2 for:

- Available M-F 9am-5pm
- Urgent issues regarding Internet Outages
- Help Desk support with your Internet connection\*
- Adds moves changes and Fault Finding

*We prefer that customers contact us via the online support portal and leave phone support for urgent requests*



**Body Corporate**

Please contact your body corporate manager for:

- Internet Outages
- Adds moves changes and Fault Finding
- TV reception issues
- Intercom issues
- Access panel issues

Your body corporate manager will raise a support request with NET360 on your behalf



**Level 1 Support Team**  
Our level 1 support team provides you a primary point of contact for updates and resolving your issues



**Level 2 Support Team**  
Our level 2 escalation support team provides further troubleshooting capabilities to resolve your issue



**Call-Out Team**  
Our call-out team provide onsite troubleshooting and support when required



**NET360 Support Ticket Created**

*Please quote the support ticket number when contacting us*



**NET360 Support Teams**

*Our support teams will assist in resolving your issue*



**Resolution**

*Your support request is resolved*

## Support Details

<b>Online Support</b>	<a href="https://net360.link/support">https://net360.link/support</a>
<b>Phone Support</b>	1300 638 360 (M-F 9AM-5PM)
<b>Support Hours</b>	Monday-Friday 9AM to 6PM
<b>Response Time (System Outage)</b>	1 Hour
<b>Response Time (Regular Request)</b>	8 Hours

## Additional Charges

These charges may apply depending on the circumstances of the support request. You will be advised if there will be a charge associated with your request prior to any commencement.

<b>All faults related to NET360 Network</b>	\$0
<b>Customer Related Issue</b>	\$220
<b>Equipment</b>	Priced at Market
<b>Labour (Should call out be required due to customer issue)</b>	\$220/hour
<b>Out of Hours Emergency Call Out</b>	\$440/hour

*Prices are including GST*