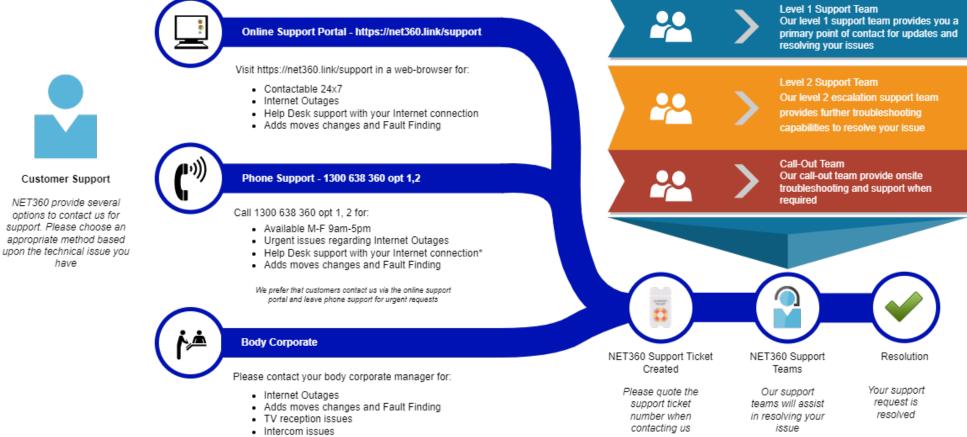
net360



· Access panel issues

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



Support Details

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

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

Prices are including GST