



Help Desk Contact Guidelines

Customers should nominate three staff members to register issues with the TeamFrame Help Desk. All other TeamFrame users then contact one of these three people to lodge a TeamFrame incident, and one of these three people will then contact the TeamFrame Help Desk.

- contact the Crux help desk >> **02 9209 4542** <<
- provide user name and employee ID or other code for verification purposes
- explain the problem, and our support staff will register the incident and issue you with an incident number
- the date of the call, name of the person who made the call and name of the person who took the call will be recorded
- TeamFrame support staff will then analyse the problem, check if the incident has previously been raised and look at ways of immediately resolving the problem
- if the incident can not be immediately fixed the incident will be escalated to a senior technical resource or domain expert who will further analyse the problem
- you will be informed of the results of the analysis and the estimated time to fix the problem within the response time guidelines detailed on page 2

If you are checking on a previously registered incident, please quote your incident number

- at the end of each week our support team will report back to all customers with a status update of all outstanding incidents, solved incidents, and remaining helpdesk credit
- Crux will log the amount of time taken to solve the incident and this time will be deducted from the client's quota of help desk support credit (where the incident raised is not a product defect)

Each customer is entitled to a specified amount of free business hours help desk support per year. Once the free support quota is exceeded the customer may purchase support coupons that are referenced when making a support call.

Help Desk Business Hours are 0900 AEST - 1800 AEST
After hours support is charged at twice the business hours rate.



TeamFrame Help Desk Fault Levels and Response Times

Fault severity	Description	Response Time during Hours of Support *
Critical	Total inability to perform normal operation of Hosting Services	1 hr
High	Severely restricted use of the Hosting Services. High severity problems are potential critical severity problems.	4 hrs
Medium	Important to use of the Hosting Services, but not vital that it be resolved immediately.	24 hrs
Low	Not crucial to overall operation or use of the Hosting Services.	40 hrs

* Response time refers to the time it will take the helpdesk to analyse the incident and provide you with an email or verbal response to the incident. It does not refer to the time it will take to resolve the problem. Response time is measured over business hours only.

Contact Us

TeamFrame support line (Australian EST 0900 - 1800)
p. **+61 2 9209 4542**

Emergencies (Australian after hours number)
User Interface: +61 (0) 416 271 202
Technical Issues: +61 (0) 433 540 66

United Kingdom Support (Refine Ltd.)
p. **+44 (0)117 932 1919**

Crux Cybernetics Pty. Ltd

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