

Contact Support

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Creating an online ticket is the recommended contact method. Online tickets allow us to capture the required information and route the request to the most appropriate team.

Support Hours (

Emergency Support

24hrs x 7 days/week

Emergency support is limited to requests covered under our urgent **Service Level Target**(SLT) definitions.

Regular Support Hours

4 pm Sunday - 6 pm Friday Eastern Time (UTC - 4hrs)

Statutory Holidays

Statutory Holidays may impact the support hours listed above.

Contact Us 🕠



+61 (3) 84004511

UK, Europe, Middle East Africa

Americas

+44 (20) 38840100

1-877-776-2995 or 1-646-367-2086

Response Targets

See the **SLT** article for details on the expected response times and severity levels.