

REMOTE SUPPORT

Remote support allows for troubleshooting and system changes without the need for on-site call outs. Granting prompt technical assistance and minimal downtime of your business voice solution.

TERMS AND CONDITIONS

Cloud Chat's support service can be utilised by contacting our support staff on 1800 300 330 or via e-mail at support@cloudchat.com.au. The following services are included in the monthly support fee:

- Adjustments to system time.
- Adjustments to station names.
- Adjustments to voice mail system.
- Re-routing incoming calls.
- Set up of call diversions (Always, Busy, No Answer, Call Forward Unreachable).
- Set up of new users.
- Troubleshooting and diagnostics.
- Over-the-phone assistance for diagnostics.
- Over-the-phone assistance for user instructions.

Cloud Chat's support line is available between 8:30am to 5:00pm Monday to Friday, excluding public holidays. A 24-hour assistance service is available by dialling '0' during the afterhours voice mail greeting on 1800 300 330.

Please note the following services are not included in Cloud Chat's monthly support fee unless otherwise stated.

- Set up of additional services beyond the original configuration.
- Set up of new devices beyond the original configuration.
- On-site visits.

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Cloud Chat

ABN: 88 366 879 908
E: office@cloudchat.com.au
P: 1800 300 330