



CUSTOMER SUPPORT

I.T. you can rely on.



support@focusnet.com.au

Send us a request via email to submit a service ticket.



1300 077 777

6:30am-5:00pm (AWST) weekdays.
8:30am-7:00pm (AEST) weekdays.
After-Hours support is available 24/7.



www.focusnet.com.au

Visit our website for more helpful information about our I.T. services.

Our Service Desk

Should you encounter any issues or have any questions, our friendly customer Service Desk is at the ready to assist you.

Our customer support uses a tiered escalation framework consisting of highly skilled Level One, Level Two and Senior Engineers overseen by our Operations Manager and underpinned by the Service Level Agreement (SLA).

All support works are logged against a ticket number provided by our IT Service Management (ITSM) Software. The requests are acknowledged within 2 hours, assigned or escalated where required and fulfilled according to our SLA.

Phone Support

If you require urgent support or when you just need to talk, our Service Team is available to receive your call. Currently based in East Perth, our phone support is manned 6:30am – 5:00pm (AWST) / 8:30am - 7:00pm (AEST).

For any emergency issues our dedicated 'After-Hours' phone service is available 24/7.

Email Support

For regular service requests, please email support@focusnet.com.au, this will automatically be logged into our ITSM Software which will be addressed in a timely manner in-line with our SLA.



Enabling a Secure & Connected Future