



Availability Solutions provide support for entitled customers with current support contracts for:

- Software Products obtained through Availability Solutions
- Managed Services

Where a support request is not covered by a current support contract, Availability Solutions will:

- Prioritise the request accordingly
- Forward an invoice for work completed based on standard hourly rates

Submitting a Support Request

You may submit a support request by one of the following methods.

1. The Availability Solutions website (www.availabilitysolutions.com.au/support)
2. Email support@availabilitysolutions.com.au
3. Phone – call 1300 088 400

The following checklist is provided to expedite your request. You enable us to assist you more quickly by providing more information.

- ✓ Your Name
- ✓ Company Name
- ✓ Email Address
- ✓ Phone number
- ✓ Priority
 - **Priority 1** – System or Product inoperative
 - **Priority 2** – Significant impact to operations or data integrity
 - **Priority 3** – Impact to normal operations without affecting data integrity
 - **Priority 4** - Limited impact to operation or enhancement request/question.
- ✓ A short description of the problem, including error messages

Continued:

- ✓ Which system is affected?
 - Machine type
 - Production or DR/HA etc (machine name)
 - Operating System Version
 - Fix Level

- ✓ Which software package is affected?
 - The Product Name (Mimix, iTera, Double-Take, etc.)
 - Version and Fix level

- ✓ Your Availability Solutions Authorisation Number
 - Availability Solutions has provided you with a unique identification number that assists our service representative to determine you entitlement for support.

Availability Solutions customers will receive an automated acknowledgement of the support request.

Please Use the reference number provided in all communication related to support requests