



## Important Support Bulletin

ABit Consulting would like to announce the implementation of our new helpdesk and office phone system from 15/8/2011.

To contact Support please email [support@abit-wa.com.au](mailto:support@abit-wa.com.au) or, if the matter is urgent, call 9352 2999.

Please advise all your staff if they wish to contact ABit for support, the new details should be used to ensure prompt service.

As well as providing a new and improved method for contacting support, we have also introduced a service for after hours support.

After hours support is only available via our helpdesk number 9352 2999 and will be offered on a best effort basis at our after hours support rate of \$250 ex GST per hour. There will be a minimum charge of 15 minutes for each call.

This new service will allow us to schedule staff to be available out of office hours to assist with any support issues you may have. Staff will be rostered to monitor the support line.

Please disregard any mobile numbers you might still have for our staff.

## ABit Office Information

Help Desk: 08 9352 2999  
Office FAX: 08 6210 1376  
Office PH: 08 9352 2900  
[www.abit-wa.com.au](http://www.abit-wa.com.au)

Address  
U1, 51-53 Kewdale Road  
KEWDALE WA 6105

### Standard Office Hours

Monday to Friday: 8:00AM— 5:00PM

### After Hours Support

Monday, Tuesday, Thursday and Friday: 7:30AM—8:00AM & 5:00PM—7:30PM

Wednesday: 7:30AM—8:00AM & 5:00PM— 9:00PM

Saturday: 9:00AM—12:00 Noon