

# How to access your IT support



[itsupport@oas.com.au](mailto:itsupport@oas.com.au)



02 4940 1800

**For all Priority 1 + 2 issues, please call us so that immediate support can be assured. For all other priorities, please send us an email.**



**Priority 1.** Immediate Response eg. Server Down etc



**Priority 2.** Within 4 Business Hours eg. Major Operating Problem



**Priority 3.** Within 8 Business Hours eg. Major Computer Problems



**Priority 4.** Within 2 Business Days eg. Software Installation, New User



**Priority 5.** Within 5 Business Days eg. Computer Installation



[www.oas.com.au](http://www.oas.com.au)

