

## SUPPORT MATRIX



### IT (COMPUTERS, SYSTEMS AND SOFTWARE) RELATED

Identifier: "Customer ID Number"

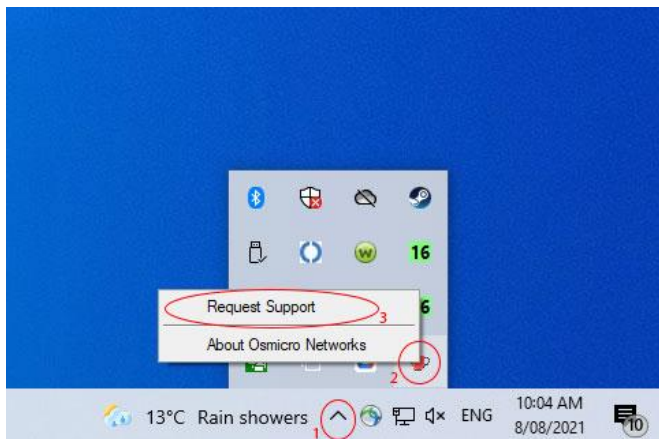
#### NON-URGENT REQUESTS/INCIDENTS

Osmicro Networks Service Desk email (8:30am - 5:30pm Mon-Fri)

[servicedesk@osmicro.com.au](mailto:servicedesk@osmicro.com.au)

or

Osmicro Networks computer  tray icon



#### URGENT REQUESTS/INCIDENTS

Osmicro Networks Service Desk (8:30am - 5:30pm Mon-Fri)

1300 412 372 > **Option 2**