



TRT SERVICE REQUEST PROCEDURE

To place or escalate **hardware or software** problems, please use the procedure below.

Please note, once your call has been logged, the TRT assigned Technical Services Representative (TSR) is responsible for all action until your call is resolved.

**ALL REQUESTS FOR SERVICE CAN BE
LOGGED VIA THE TRT WEB SITE
24 HOURS A DAY, 7 DAYS A WEEK AT:**

WWW.TRT.COM.AU

Click on *Log a Support Call*

The TRT web site is the fastest and most efficient method for logging your call. Logged calls are monitored 24 hours a day, 7 days a week. If you do not have web access please call 1800 998 988 (in Australia) or +61 2 9406 8200 (international).

Critical escalation path:

Primary:	+61 02 9406-8264
Secondary:	+61 03 8290-0362
Tech Services Manager:	+61 02 9406-8263
TRT Managing Director:	+61 03 8290-0361

When logging a service call, please be prepared to provide the following:

- **Company Name:**
- **Contact Name:**
- **Contact Phone Number:**
- **Manufacturer:**
- **Model:**
- **Serial Number:**
- **Priority:**
- **Problem Description:**

Levels of Severity:

1. **Critical** - Causes major impact to Customer business
2. **Urgent** - Severe degradation to Customer business
3. **Standard** - Degradation of machine performance causing inconvenience to Customer business
4. **Scheduled** - A minor event causing little or no impact to Customer business agreements

