



quokkanet.au  
qwerty@quokkanet.au  
1800 663 977  
Level 20/31 Queen St  
Melbourne. VIC. 3000  
ABN: 16 664 851 558

## Support Policy

We will provide you with free technical support during business hours. We will only support services and products that you have purchased through us.

If you require after-hours technical support this will attract a fee of \$190 per hour including GST, billable in 30-minute increments, however, if the support is required as a result of a failure on our behalf there will be no charge.

For VOIP-related services, our service is a true SIP service and whilst our service will most likely work with all SIP devices and softphones we cannot guarantee this or provide technical support for all devices and softphones.

Currently, we provide technical support for:

- Yealink-branded phones.
- Grandstream-branded phones.
- Zoiper (Windows, Mac, Linux, Android, iOS)
- URL Net Phone (Windows, Mac, Linux, Android, iOS)

Please note if you resell our products in any way then we can only provide support to you, our direct customer.