

IT Support Contact Details

Email & Phone Support

For high-priority issues or if you need to speak to an Engineer during business hours (8:00am to 5:00pm – Monday to Friday) please contact Myrtec using one of the methods listed below. If you call during times of heavy demand you may be required to leave a message which will generate a ticket for an Engineer to contact you back to resolve the issue.

Phone: 02 9146 6330

Email: help@myrt.ec

After-Hours Support

After-hours support is provided on a best-effort basis unless a prior agreement has been signed and charges may apply. If your support call isn't answered, please leave a message with your name, business name, details of your support request and your best contact information. After-hours support is charged at 1.5 times the standard rate with a 1-hour minimum charge.

On-call Engineer: 02 9146 6330

Service Level Agreements

Response times for support requests are based on the impact and severity of the issue. Myrtec aims to respond to all issues during business hours within 4 hours. Any contact details, charges or response times outlined in an existing service or IT support agreement takes precedence over these details. Please get in touch with your Account Manager if you would like to discuss your specific requirements.

We're Here To Help

If you have any queries regarding your invoice or need to increase/decrease existing licenses, please contact our Customer Care Team.

Email: cc@myrt.ec

For any procurement or solutions queries or to purchase new hardware/licenses please contact our Account Management Team.

Email: am@myrt.ec