



QUICK REFERENCE CARD

WHO TO CALL

Emergency - fire, gas, serious injury or danger to life – **call 000 first**, then tell management and the Landlord.

Issue	Who to contact	Phone / email
Servis System Any issue with Servis	Retriever	support@servissoftware.com nicolas.grange@retrievercommunications.com
IT / Helpdesk PC/Laptop Wi-Fi Emails Software issues Hardware issues Printer connection Infrasctructure installing	IT support	Ph: 1300 429 237 support@cyberdweller.com
Business mobiles No signal Plans	Vodafone (Business)	businessaccountmanagement@vodafone.com.au
Printer / copier Issues with printer (hardware) Toner	Printer supplier	For Service Ph: 1300 552 833 service@mitronics.com.au For Supplies: Ph: 1300 207 122 supplies@mitronics.com.au
Office phones No dial tone Dropped calls Voicemail	Phone system provider	support@nexusone.com.au Ph: 0414 83 83 43 rhys@nexusone.com.au
Building / landlord Premises/ Structural (Roof, Ceiling, Walls, Carpet/floors) Alarm Leakage · Blockage · No hot water Power out · Ripping switch · Faults	Michael Gigliotti	Mobile: 0411 465 306 mg2799@bigpond.net.au

Before you call

- **Printer fault?** Turn it off and on first.
- **Burst pipe or flood?** Turn off the water at the mains, then call the plumber.
- **Sparking or burning smell?** Switch power off at the board; call 000 if there's any fire or risk.
- **Suspicious email?** Don't click links or enter passwords, tell IT.

If you're unsure who to call, contact the Business Manager 0433 182 282 (John) first.