***Requesting Support***

* Email [support@adelaidecloud.net](mailto:support@adelaidecloud.net)

Please add a brief description of your problem and contact details.

The ticket system will automatically reply with your request number.

***Escalating a support request***

* Email [escalate@adelaidecloud.net](mailto:escalate@adelaidecloud.net)

Please put your ticket request number in the Email Subject and place your contact details in the message body.

***Emergency Escalation***

* Please call (08) 8132 7350 and ask to speak to the Service Delivery Manager.

***Sales or Orders***

* Email [sales@adelaideCloud.net](mailto:sales@adelaideCloud.net) or [orders@adelaidecloud.net](mailto:orders@adelaidecloud.net)

One of our sales team will get back to you with your quote or order details.

***Out of Hours***

* Telephone (08) 8132 7319

Please note this is for emergencies only and non-emergencies may be charged at an enhanced time and materials rate.

* Adelaide Cloud Ticket Logging Assistance
* Are the lights on and Green? Is everything plugged in?

 

* Do you have internet or other applications working?
* Has something changed?
* It may sound daft…

