

Tech Support

HostingMate®; Technical Support

HostingMate®; support resources and its associated helpdesk is provided through our Betteroff Networks web site.

HostingMate®; support is via phone, email or via our helpdesk.

Telephone Support: 1300 76 4455

Email Support: support@betteroff.net This email address is being protected from spam bots, you need Javascript enabled to view it

Support Hours Phone Support - Business Hours: 8:30am - 5:00pm

Email / Web Helpdesk Support: 24 Hours x 7 Days /week

After hours phone support is for emergencies only. Calls go to an operator and we only return calls after hours if it is relation to a system outage. Otherwise, for after hours support submit a helpdesk request via web or email.

Support Options On-site Support: 24x7 Brisbane, Sydney & Adelaide

Remote Desktop Support: 24x7

Networks Services including ADSL & Wireless support: 24x7

Virus Emergencies: 24x7

Block Time Agreements: Including options for response times and hours of support.

To discuss these support options, please contact us during business hours.

We do not offer free support to the clients of our wholesale partners. This is provided by our wholesale partners directly.