

## **What does Comstech Systems Free Support Cover?**

The Comstech Systems helpdesk is open from 9am - 8pm Monday to Friday, and 9am - 3pm Saturday, Closed Sunday. If you have any questions or problems with using your internet connection, you can contact our support line on 1300 550 664.

If you have any problems once you are online, we recommend you read through our troubleshooting section before contacting our helpdesk. We have created these help pages as a quick reference if you are having issues or require assistance with settings.

### **What our Support Team will help you with**

- General Internet Connection problems
- Dropouts and Modem / Router Faults †
- Sending and Receiving email
- Viewing web pages
- Accounting issues
- New account enquiries

### **Some examples of what our Support Team cannot help you with**

- Internet sharing software
- Mail server software
- Peer to Peer software
- Firewalls and access (control) lists
- Designing Web Pages & submitting to search engines
- Configuration of Linux gateway/firewall machines
- Advanced Modem Router Features (port forwarding/mac filtering/vpn etc)
- Hardware faults (PC related)
- Viruses, Spyware and associated programs
- Mobile Phone / Mobile Device Internet Connectivity
- Internal Networks / LAN
- Wireless Connectivity and Setup

† We will only provide step by step support for Modem / Routers that Comstech Systems supplies. If you purchased the Modem / Router elsewhere you will need to seek additional support from the retailer or manufacturer of the unit.