

## **Support Call Logging Procedure**

1. Call the customer Support Line on:

**021 429 9123**

Alternatively you can email our support desk at:

**support@innov8.ie**

2. Please provide customer name and callers name.
3. Explain the nature of the fault and any other relevant information.
4. When Logging a hardware call then please provide the manufacturer, model and serial number for the equipment.
5. A case number will be allocated, please ensure you make a note of this number for future tracking.
6. Customer Services will then endeavor to assist you over the telephone or arrange a site visit where appropriate.