

# 24x7 How to Contact CCC Support

## Customer Care Centre (CCC)

Toll Free (within Australia)	1800 333 319
Toll Free (Within New Zealand)	0800 47 5032
Toll Free (Within Malaysia)	1300 13 3356
Toll Free (Within Indonesia)	0803 321 8405
Toll Free (Within Thailand)	1800 01 2325
Toll Free (Within United Kingdom)	0800 041 8138
Direct Dial (Philippines)	+63 23953486
International	+603 7661 6218
Email	<a href="mailto:support@diamondkey.com">support@diamondkey.com</a>

During Out of Hours, a recorded message will be heard, after which please provide your:

- Name
- Site Location
- Contact telephone number
- Brief description of the problem

An after hours CCC Support Analyst will return your call within agreed SLA. Non-critical Support Requests will be responded to during office hours.

For general DK1 enquiries, contact your local DK1 Office:

DK1 Australia:	+61 3 9730 8888
DK1 Malaysia:	+60 3 7951 0000
DK1 Thailand:	+66 2 652 2617
DK1 China - Beijing:	+86 10 6297 1803/7663/7650
DK1 China - Guangzhou:	+86 20 3806 1391/3623 9655
Email:	<a href="mailto:sales@diamondkey.com">sales@diamondkey.com</a>



**Mutual Success Through Teamwork With Customers**