

0800 IT CHORUS

Chorus IT system support

SHOULD YOU EXPERIENCE A PROBLEM WITH OUR IT SYSTEMS,
THIS IS A QUICK REMINDER TO CALL 0800 IT CHORUS
(0800 4824 6778)

This line is available 24/7. You'll now find updated options, pointing you to either our Assure or Provisioning systems.

WHAT'S THE DETAIL?

When you call 0800 IT CHORUS, you'll be presented with the following options.

Welcome to Chorus.

If you are calling about one of our Assure systems, such as OFM, SPM, Chorus Gateway, SSP, Assure B2B or any other Assure system, please press 1.

If you are calling about one of our provisioning systems, including Chorus Portal, Wireline, Portal B2B, Wireline B2B or any other provisioning system, please press 2.

The person answering will request the following:

1. System or application name.
2. Time the issue started.
3. Number of users affected. (If just one user's affected, did a different workstation or user ID resolve it?).
4. Name/contact detail/user ID of the affected user(s).
5. What actions were being done when the issue occurred? Is the application unavailable or functions degraded? (If degraded, what functions are affected?).
6. What error message was received?
7. What is the impact to the business?

Our team will manage the issue and keep you updated till it's resolved.