



NZ HOURS OF OPERATION

For the Consumer Test Area (CTA)



NZ Bureau CTA Business Hours Contact Details

IT Service Desk – Reporting Technical Issues or Requests

Telephone: +64 (0)9 367 6226

Email: itservicedesk@equifax.com

Hours: 9.00am – 8.00pm AEST (Monday to Friday)

Data Services – Reporting Data Specific Issues or Requests

Email: dataservices@equifax.com

Hours: 8.30am – 5.30pm NZST (Monday to Friday)

NZ CTA Bureau Supported Hours

Day	From	To	Time Zone
Monday	8:00am	5:00pm	NZST
Tuesday	8:00am	5:00pm	NZST
Wednesday	8:00am	5:00pm	NZST
Thursday	8:00am	5:00pm	NZST
Friday	8:00am	5:00pm	NZST
Saturday	N/A	N/A	NZST
Sunday	N/A	N/A	NZST
Public Holidays*	N/A	N/A	NZST

*Christmas Day and Good Friday are reserved for scheduled system maintenance

CTA – Third Party Services

CTA third party services are handled by either (a) a test system provided by the third party, or (b) a stub (or robot) that simulates a third party response. Documentation of how the stubs work is available upon request from DataServices@veda.co.nz.

Test data and information on stubs is also available on XML Developers Website <http://www.veda.co.nz/contact-veda/support/xml-developers-centre.dot>

Third Party	Third Party Test System	Stub / Robot
MED Company Office	Yes	-
MED PPSR	Yes	-
NZTA Driver Licence Verification	No	Yes
NZTA Licence Check	No	Yes
NZTA Motochek	Only by pre-arrangement with NZTA	Yes
EWP verification	No	Yes
MOJ Fines	No	Yes
Property ownership verification	Yes	No
DIA passport verification	Yes DIA maintenance window is Thu 12pm-5pm	No

CTA Outages and Change Freezes

CTA Unsupported Availability

Please note that these times can also be used by Equifax for occasional system maintenance.

Customer Exceptions

If a customer requires guaranteed access for a certain period of time they can make a special request via email to itservicedesk@equifax.com. A minimum of one week's notice is required.

Change Freeze

A change freeze is enforced during the Christmas and Easter periods. A customer cannot request an exception during this time.

CTA Safeguards

URL Safeguards

CTA and Production have separate URLs for:

- Link
- XML
- Web site

CTA Safeguards

CTA XML Safeguards

As per the XML specs, XML requests require the **mode** to be set to “test” or “production”. Please note that XML requests sent to the CTA URL cannot be redirected to production, and will be processed on CTA no matter what the **mode** is set to.

	Sent to XML CTA URL	Sent to XML Production URL
Request has mode="test"	Request is processed on CTA	Request is processed on CTA
Request has mode="production"	Request is processed on CTA	Request is processed on Production