



NZ HOURS OF OPERATION



NZ Bureau Business Support

Subscriber Helpdesk

Telephone: 0800 653 309
Email: assistonline.nz@equifax.com
Hours: 8.30am -5.00pm (Monday to Friday)

Public Consumer Enquiries

Telephone: 0800 692 733 (0800 MY CREDITINFO)
Email: publicaccess.nz@equifax.com
Hours: 9.00am - 4.00pm (Monday to Friday)

General Enquiries

Telephone: 0800 698 332
Hours: 8.30am -5.00pm (Monday to Friday)

NZ Bureau System Availability

Day	From	To	Time Zone
Monday	6:00am	12:00am	NZST
Tuesday	6:00am	12:00am	NZST
Wednesday	6:00am	12:00am	NZST
Thursday	6:00am	12:00am	NZST
Friday	6:00am	12:00am	NZST
Saturday	6:00am	12:00am	NZST
Sunday	6:00am	12:00am	NZST

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

System Outages and Change Freezes

System Outages

An outage window is reserved daily from 12.00am – 6.00am to perform routine maintenance and server backups. On Mondays the system is normally operational by 2.00am and Tuesdays to Sundays by 1.00am.

Customer Exceptions

If a customer requires guaranteed access during the daily outage window 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.

Third Party Services - Availability

These third party services are accessed by certain Equifax services but the availability is not controlled by Equifax. The hours below are the third parties' stated hours of operation. If you use these services, please be aware of these times.

Third Party	Hours of operation
MED – Company Office	Standard outage window is Wed 21:00 to 23:00
MED – PPSR	Standard outage window is Wed 21:00 to 23:00
NZTA – Driver Licence Verification NZTA – Licence Check NZTA – Motochek	Standard outage window is Saturdays 17:30 – 00:00 but can be reinstated any time after 20:30 depending on maintenance scheduled for that evening.
Electronic White Pages	No stated standard outages
Ministry of Justice – Fines	No stated standard outages
Valocity – Property information	Fortnightly Friday outage for 15 mins between 9pm and 11pm
Redbook – Car information	No stated standard outages
Dept of Internal Affairs – Passport	No stated standard outages