



# NZ HOURS OF OPERATION

# NZ Bureau Business Support



## Subscriber Helpdesk

Telephone: 0800 653 309

Email: [assistonline.nz@equifax.com](mailto:assistonline.nz@equifax.com)

Hours: 8.30am -5.00pm (Monday to Friday, excluding NZ Public Holidays)



## Public Consumer Enquiries

Telephone: 0800 692 733 (0800 MY CREDITINFO)

Email: [publicaccess.nz@equifax.com](mailto:publicaccess.nz@equifax.com)

Hours: 9.00am - 4.00pm (Monday to Friday, excluding NZ Public Holidays)



## General Enquiries

Telephone: 0800 698 332

Hours: 8.30am -5.00pm (Monday to Friday, excluding NZ Public Holidays)

# NZ Bureau Technical Support



## **IT Service Desk – Reporting Technical Issues or Requests**

Telephone: +64 (0)9 367 6226

Email: [itservicedesk@equifax.com](mailto:itservicedesk@equifax.com)

Hours: 24/7 (On call Support for P1/P2)



## **Data Services – Reporting Data Specific Issues or Requests**

Email: [dataservices@equifax.com](mailto:dataservices@equifax.com)

Hours: 8.30am – 5.30pm NZST  
(Monday to Friday, excluding NZ Public  
Holidays)

# NZ Bureau Systems Availability

Day	From	To	Time Zone	Notes
Monday*	12:00am	12:00am	NZST	See maintenance and release for more info
Tuesday	12:00am	12:00am	NZST	
Wednesday	12:00am	12:00am	NZST	
Thursday	12:00am	12:00am	NZST	
Friday	6:00am	12:00am	NZST	See maintenance and release for more info
Saturday	03:00am	12:00am	NZST	See maintenance and release for more info
Sunday	12:00am	12:00am	NZST	

\* Every 3<sup>rd</sup> Monday is reserved for Routine maintenance from 12:00am – 01:00am  
 Christmas Day and Good Friday are reserved for scheduled system maintenance.

# Maintenance outage and Release Windows

## System Outages and Release windows

- An outage window is reserved every Friday morning from 12.00am – 6.00am for planned maintenance and code releases. There may be some interruption to services during this time.
- A weekly outage is reserved on Saturday 12:00am – 03:00am for backups
- Every 3<sup>rd</sup> Monday morning of the month is reserved between 12:00am – 01:00am for Routine maintenance

## Communications

- The Equifax IT Service Desk will endeavor to provide system and 3<sup>rd</sup> party maintenance and outages in a timely manner.

## Customer Exceptions

- Should a customer require guaranteed access during an outage window they can make a special request via email to [itservicedesk@equifax.com](mailto: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.

# Third Party Services - Availability

These third party services are accessed by certain Equifax services but the availability is not controlled by Equifax. The stated maintenance hours are provided by 3<sup>rd</sup> parties but are subject to change. If you use these services, please be aware of these times.

<b>Third Party</b>	<b>Hours of operation</b>
MBIE – NZBN Company Office	Standard outage window is Wednesday 21:00 to 23:00
MBIE – PPSR	Standard outage window is Wednesday 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 (MOJ Fines Search)	No stated standard outages
Valocity – Property information	Fortnightly Friday outage for 15 mins between 9pm and 11pm
Redbook – Car information	No stated standard outages
DIA – Passport and Births Verification	No stated standard outages



Powering the World with Knowledge™

Equifax New Zealand Information Services and Solutions Limited  
Towers, Level 8, 22 Fanshawe Street  
Auckland 1010  
New Zealand  
+0800 692 733  
**equifax.co.nz**