



# NZ HOURS OF OPERATION For the Consumer Test Area (CTA)

# NZ Bureau Business and Tech 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)



## 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 Production Systems only)



## General Enquiries

Telephone: 0800 698 332

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

# NZ Bureau CTA Supported Hours

Day	From	To	Time Zone
Monday	8:30am	5:00pm	NZST
Tuesday	8:30am	5:00pm	NZST
Wednesday	8:30am	5:00pm	NZST
Thursday	8:30am	5:00pm	NZST
Friday	8:30am	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.

\*\*Every 3<sup>rd</sup> Sunday 00:00am – 02:00am is reserved for system maintenance.

# Maintenance outage and Release Windows

## System Outages and Release windows

- An outage window is reserved daily from 12.00am – 6.00am to perform routine maintenance and server backups.
- An outage window is reserved every Thursday evening from 5.30pm – 10.00pm for planned maintenance and code releases. There may be some interruption to services during this time.

## 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 – CTA Services

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	Third Party Test System	Stub / Robot
MBIE NZBN Company Office	Yes	-
MBIE PPSR	Yes	-
NZTA Driver Licence Verification	No	Yes
NZTA Licence Check	No	Yes
NZTA Motochek	Only by pre-arrangement with NZTA	Yes
Electronic White Pages	No	Yes
Ministry of Justice – Fines	No	Yes
Valocity – Property information	Yes	No
DIA – Passport and Births Verification	Yes DIA maintenance window is Thu 12pm-5pm	No

# CTA Safeguards

## URL Safeguards

CTA and Production have separate URLs for:

- › Link
- › XML
- › Web site.

For more information please consult the product user guides

# 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



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