



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)  
9.00am - 12.00pm (Saturday)

## 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)

## 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](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. 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<br>NZTA – Licence Check<br>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                                                                                                                        |