

## SERVICE PROCESS EXPLAINED

Option	TCoE Process	CR Process
Faults	1800 730 065 (opt 1)	N/A
Billing	1800 730 065 (opt 2)	N/A
Mobiles	1800 730 065 (opt 3)	1300 CHURCH (248 724)
Voice	1800 730 065 (opt 4)	1300 CHURCH (248 724)
Corporate Internet (inc. BigPond)	1800 730 065 (opt 5)	1300 CHURCH (248 724)

- For Faults & Billing TCoE is the preferred option where Lutheran members will be asked a series of questions (Account Number, Name, Address) for authorisation purposes.
- For basic Adds, Moves & Changes (AMC's) contact TCoE or simply call 1300 CHURCH (248 724)
- For NEW product purchases contact Church Resources on 1300 CHURCH (248 724)
- Forms will be required to be populated & signed for the following;
  - Change of Lessee (Voice)
  - Transfer of Ownership (Mobiles)
  - Deed of Novation (Internet)
  - Application Forms (New Internet, ISDN)