

Subject: Work Order Received PO12052-BU01-002

Date: Thursday, 18 September 2025 at 10:21:12 pm Australian Eastern Standard Time

From: Vanessa Hall

To: nessiii@hotmail.com



Work Order Received

Dear ETS Team,

We have received your work order **PO12052-BU01-002** for **Margie Brown** at **Murwillumbah St, Murwillumbah NSW 2484, Australia.**

Response Timeframes

We will triage your work order and confirm job acceptance via email within the following timeframes:

CRITICAL/EMERGENCY

Safety hazards, power outages, business failures

Response: Within 2 hours (24/7)

Scheduling: ASAP

URGENT

Same/next business day requirements

Response: Within 4 hours (business hours)

Scheduling: 24-48 hours

STANDARD

Planned work, flexible scheduling

Response: Next business day

Scheduling: 5-10 business days

Our Commitment

We will contact you promptly to confirm our ability to proceed with the work, or to clarify any missing information. If we are unable to assist, we will notify you as soon as possible to allow for alternative arrangements.

Help Us Meet Your Clients' Expectations: Could you please help us accurately classify the urgency of each work order to ensure genuinely critical issues receive urgent attention. All work orders will be triaged as standard unless criticality is flagged upfront.

Contact Information

Questions or Urgent Matters:

1300 227 266 | admin@sustaineelectrical.com.au

Thank you for choosing **Sustaine Electrical & Solar** for your service needs.

**Best regards,
Sustaine Electrical & Solar Team**

Sustaine Electrical & Solar

ABN: 73 663 805 203 | Unit 10/130 Jonson Street, Byron Bay NSW 2481
NSW Lic. 392340C | Level 2 Service Provider. 6078 | NSW Security Lic. 000108320

This is an automated response. Please do not reply directly to this email for new work orders.

© 2025 Sustaine Electrical & Solar. All rights reserved.