

Type of Issue	1st	2nd	Final
General Questions	Ask-general	SV/TL	Panos / Thomas / Seb
Server Issues	Ask-infra	Thomas/Dom	Panos
Domain Issues	Ask-domains	Simeon E	Dan Rodgers
.au Domain names	Ask-domains	Kathleen Downey	Dan Rodgers
SSL Issues	Ask-ssls	SV/TL	Dom
Abuse Issues\Orders under review	Ask- abuse	Yoana	Dan Rodgers
Legal Issues	Ask-advocacy	Jinjoo	Panos / Dan
Angry Customers	Supervisors	Team Leaders	Ask-advocacy / Joel
Microsoft 365	Escalated Support	SV/TL	Gathan Mahesa / Jamie Do Dinh
Legacy Mail Service <ul style="list-style-type: none"> • OX Mail • legacy BNE Mail • legacy SYD mail (aka cloud mail) 	Escalated Support	Owen Cameron	Jamie Do Dinh
Legacy Cloud Hosting <ul style="list-style-type: none"> • legacy Linux web hosting • legacy windows web hosting legacy SYD Mail (aka cloud mail, as above)	Escalated Support	Owen Cameron or Glenn Chaplin – Legacy Windows	Glenn Chaplin
Billing Issues	Ask-Finance	Darren L. (UK) Or Cameron Muir, Kathleen Downey (AU)	Seb
Brand Website	General	Darren L.	Chris Garner
Product	Ask-product	Darren L.	Tim Koerner
Upmind	General	Chris Garner	Seb