

# Support

For support, please call the dedicated CommBank Merchant helpdesk on **1800 230 177**, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready:

- Terminal ID (located at the top of your merchant receipt)
- Trading name
- Trading address
- Trading phone number

## Offline Authorisation over the Floor Limit

For offline authorisation on all over floor limit debit card transactions, please call 1800 813 700.

For offline authorisation on all over floor limit credit card transactions, please call 13 26 36.

## Stationery orders

For stationery orders please visit [eftposstationery.evolve.com.au](http://eftposstationery.evolve.com.au) or call 1800 230 177.

If placing an order online, please ensure you have your CommBank Merchant ID and trading address Post Code available to sign in.

## Service Response Time

CommBank will endeavour to replace a faulty terminal within:

4 business hours in all locations except remote areas.

3 to 5 business days for remote areas. A remote area is not serviced by a technician and only phone support is available.

For more information on CommBank merchant services, please visit

**[commbank.com.au/merchantservices](http://commbank.com.au/merchantservices)**

