

Support Centre

Welcome to the Modica Group Public Support Page. Here you will find a number of resources and information about getting support.

You can Email our support team via support@modicagroup.com *

You can check your existing Support Tickets and Raise new ones [Here](#)

You can Phone our support team via +64 4 498 6000

Our current Status can be found here - status.modicagroup.com

Support Hours

Modica provides Free New Zealand Business Hours Access to its Helpdesk for all customers between the hours of 8.30am and 5.00pm Monday to Friday excluding NZ National Public Holidays. Calls may be logged outside of these times but will not be dealt with until the next working day unless you have an Extended Hours Support agreement.

Extended Support

Extended Hours Helpdesk Access is available as an additional service and provides customers with access to assistance from our Customer Support team outside of normal NZ business hours. We will provide you with an Extended Support Plan Number (ESP Number) which you must quote to our Helpdesk (**By Phone**) when requesting support outside normal business hours.

*Please note our Email Support queue will only be monitored during New Zealand business hours (it will not be monitored after NZ business hours, on weekends or on NZ public Holidays)

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