

# Presbyterian Aged Care & Presbyterian Churches

Welcome to Your Macquarie Telecom Account Team

**James Kuyper**  
 Account Executive  
 Email: [jkuyper@macquarietelecom.com](mailto:jkuyper@macquarietelecom.com)  
 Phone: 03 9206 6837  
 Mobile: 0420 960 390

- Commercial Contract Management
- Pricing and relationship Management
- Business and Technical consulting
- Provide information on products and services

**Noah Campbell**  
 Customer Service Manager  
 Email: [ncampbell@macquarietelecom.com](mailto:ncampbell@macquarietelecom.com)  
 Phone: 02 8221 7467  
 Mobile: 0410 220 876

- Operational Reviews
- Operational / Fault Escalations Manager
- Training on Macquarie’s Online Management Tools

## MACQUARIE VIEW

[www.macquarietelecom.com](http://www.macquarietelecom.com)

MacquarieView is an online portal to Macquarie Telecom’s suite of online management tools for logging and monitoring faults, accessing ordering and billing information and managing Data, Hosting, Voice and Mobile services. If you do not have a login or password please contact your Customer Service Manager (see above details)

<p><b>Online Billing &amp; Reporting</b></p> <p>Log billing enquires</p> <p>Restructure Invoice format (Site and Cost Centre)</p> <p>Invoice Itemisation Reporting (report on specific call details/costs)</p> <p>Inbound Call Services - Reporting</p> <p>Mobile Management Tool (set spend limits, manage hardware, report on usage)</p> <p>Order hardware and new services</p> <p>Set up and Manage user access to online tools</p>	<p>Log technical faults online</p> <p>View Current Status of support tickets</p> <p>Voice Order Management -                  New Installations/ Relocations/ Adds, moves and changes.</p> <p>Data Order Management -                  Relocations/ Adds, moves and changes</p> <p>Monitor and set automated alerts for network and hosted services</p> <p>Report on service uptime and link utilisation</p> <p>Data Network Management &amp; Reporting tool</p> <p>Product &amp; Services information                  News &amp; Articles</p>
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## MACQUARIE HUB

24/7 Helpdesk – Telephone 1800 789 999  
 All service queries & fault reporting

**Option 1: Existing query/fault (quote reference)**

- Option 2 - Hosing Services
- Option 3 - Data/ Internet
- Option 4 - Fixed Voice
- Option 5 – Mobiles
- Option 6 – Managed mobiles
- Option 7 - All other enquiries

## BILLING SERVICES

Please log all billing enquiries online via Macquarie View

Phone: 1300 369 706

- Billing enquiries
- Dispute resolutions
- Invoice Restructuring
- Assistance with Itemisation