

LEAP's Customer Service Commitment



LEAP is committed to providing the best possible level of service and technical support to our customers with an active maintenance contract.



Structures



Fluids



Electronics



Multiphysics



Systems



Embedded
Software



CAD



PLM



Augmented
Reality



IoT



ALM



Documenting
Calculations

How to access LEAP's Technical Support: Our support team is available 8.30am to 5.00pm (AEST) Mon to Fri.

Product Line	Australia - Phone	New Zealand - Phone	Email
ANSYS	1300 726 797	0800 765 327	support@leapaust.com.au
PTC	1300 765 327	0800 765 327	support@leapaust.com.au
Other software support	1300 765 327	0800 765 327	support@leapaust.com.au

Alternate phone numbers are available if calling from a mobile phone:

Australia: +61 2 8966 7820

New Zealand: +64 9 977 7444

When you place a support call or email, it will be logged by one of our administration staff. Please be prepared to provide the following information:

- Your Name & Organisation
- Contact phone number & Email address
- Product for which assistance is required
- A brief description of your problem

Your request will be logged and forwarded to a rostered technical support engineer. Our guarantee to you is that your call will be acknowledged as soon as possible, and no later than 30 minutes after receipt during normal business hours.

In all cases, our support team will endeavour to solve your technical support question over the phone or by email. In the event that the matter requires escalation, the support engineer will liaise with the relevant vendor's technical support team and provide regular updates and advise of all developments - until the matter is resolved to your satisfaction.

Technical Training and Mentoring

LEAP also provides training and mentoring on the application of our best-in-class software for a wide range of applications; from introductory modelling techniques to more advanced analysis techniques and customised requirements.

Our standard public courses are designed to get new users quickly up to speed with the software & are scheduled regularly across Australia and New Zealand. For currently scheduled public courses please visit the [events calendar](#) on our website.

LEAP Events Calendar: <https://www.leapaust.com.au/training-events/>

In addition to these regular public training courses, LEAP also offers tailored mentoring sessions which allow users to immediately get to work on their specific project, using their own models and data. This approach is available to assist our customers to achieve accurate, usable results in the shortest possible time.

For more information, call our general inquiries hotline: 1300 882 240

or +61 2 8966 7888 (Aus) or +64 9 9777 444 (NZ)

Or email: info@leapaust.com.au

LEAP has offices around Australia & NZ: Addresses available at www.leapaust.com.au/locations/

Sydney: Manly **Melbourne:** Clayton **Brisbane:** Eight Mile Plains **Perth:** Bentley **Auckland:** Parnell