



ADT Security Contact Details

ADT MONITORING CENTRE Phone – 131005 (Option 1 or 2) Email - adtcustomerservice.au@tycoint.com	24 hours 7 Days a Week Monitoring & Technical Support
<ul style="list-style-type: none"> • Customer calling to cancel alarm response • Discuss an alarm event or event history • Requests to change alarm procedures & contacts • Calls from customers working back to advise of schedule change for the night • Requests to make a temporary or permanent change to the alarm schedule 	<ul style="list-style-type: none"> • Booking Random & Static Patrols • User Help • After Hours Maintenance • Troubleshooting prior to booking technician • Booking Technician • Equipment faults & service requests • Follow up Technician Attendance • ADT Select Enquiries
ADT SALES & RETENTIONS Phone – 131005 (Option 3) Email – adtsales@tycoint.com	Monday to Friday 0800-1800
<ul style="list-style-type: none"> • Suspension of accounts • Customer cancellations • <i>Form: Notification of Vacated Unit</i> 	<ul style="list-style-type: none"> • New Customer enquiries - Scott Humphris • M: 0457 798 228 E: scott.humphris@jci.com
Independent Team Phone – 1300 786 632 Email – indipendant@tycoint.com	Monday to Friday 0800-1900
<ul style="list-style-type: none"> • Commissioning of New PAS Units • Commissioning of additional devices • Consolidated Invoicing • Re-Establishment of Existing Sites 	
ADT CREDIT CONTROL Phone – 02 9947 7480 Email – MAG-Collections-AU@jci.com	Monday to Friday 0830-1630
<ul style="list-style-type: none"> • Payment Enquiries (Allocations, Processing Payments) • Account Enquiries (re print invoice / Statement, Discuss Overdue balance) 	<ul style="list-style-type: none"> • Refunds due to overpayment • Invoice enquires (not including service invoice disputes)
Customer Account Manager Aged Care Scott Humphris Mobile – 0457 798 228 Email – scott.humphris@jci.com	Monday to Friday 0800 – 1700
<ul style="list-style-type: none"> • Escalations • New Customer / Site Enquiries 	

Note: Can you please ensure that on single issues you only send an email to a single email box and not to multiple email boxes, if your request contains issues relating to multiple areas then please ensure that the individual issues are clearly defined in the body of the email and address to all appropriate boxes. All new orders currently have a lead time of 48hours.

If you have an urgent PAS Install request, please phone our Installs Team on 1300 786 632.