



## Telephone & Video Interpreting Service

Available 24/7

### SUPPORT

For service support enquiries dial **0800 854 737** (or **+64 9 871 0401** if you are offshore) and select **option 2** from the main menu.

You will be connected to a Connecting Now customer service representative.

You may also email [support@connectingnow.co.nz](mailto:support@connectingnow.co.nz).

For enquiries about the government language assistance services write to [LAS@mbie.govt.nz](mailto:LAS@mbie.govt.nz).

### SERVICE AND ESCALATION CONTACTS

#### Client Services & Support

0800 854 737 - Option 2

[support@connectingnow.co.nz](mailto:support@connectingnow.co.nz)

#### Escalation

Luisa Tutera – Head of Customer Success

[Lu.Tutera@connectingnow.com.au](mailto:Lu.Tutera@connectingnow.com.au)

Cc: [LAS@mbie.govt.nz](mailto:LAS@mbie.govt.nz)

#### Feedback, Complaints & Technical Issues

0800 854 737 - Option 2

[support@connectingnow.co.nz](mailto:support@connectingnow.co.nz)

#### Escalation

Luisa Tutera – Head of Customer Success

[Lu.Tutera@connectingnow.com.au](mailto:Lu.Tutera@connectingnow.com.au)

Cc: [LAS@mbie.govt.nz](mailto:LAS@mbie.govt.nz)

#### Billing & Accounts

0800 854 737 - Option 2

[support@connectingnow.co.nz](mailto:support@connectingnow.co.nz)

#### Escalation

**Amy Zhang - Finance**

[finance@connectingnow.com.au](mailto:finance@connectingnow.com.au)

Cc: [LAS@mbie.govt.nz](mailto:LAS@mbie.govt.nz)

#### Management Escalations

Service escalations & emergencies

#### Escalation

Tim Hood - Managing Director

[Tim.Hood@connectingnow.com.au](mailto:Tim.Hood@connectingnow.com.au)

Cc: [LAS@mbie.govt.nz](mailto:LAS@mbie.govt.nz)

For enquiries or feedback regarding the government language assistance service write to [LAS@mbie.govt.nz](mailto:LAS@mbie.govt.nz).

*More about language assistance services:*

[Language assistance services](#)

[Telephone/video interpreting service](#)

[Face to face interpreting service](#)

[Interpreter standards and certification requirements](#)