

Australia and New Zealand

Pitney Bowes Business Insight Technical Support and Customer Service contact information for the Asia Pacific region is provided below.

Who Should You Contact?

Consider the following guidelines when determining whether you need to contact Technical Support or Customer Service or Sales:

- **Customer Service and Sales** - Product unlocking, order status, tracking number, purchasing and pricing or any other general enquiry
- **Technical Support** - Questions about the installation or use of your software, error messages and other technical issues
- **Training Support** - Enquiries regarding courses and mentoring options offered by PBBI on its products and services

Customer Service and Sales

APAC Software Unlocking

- Send license requests to asiapackkeys@pb.com

Australia

- Phone: +61 2 9437 6255 or 1800 351 576
- Email: asiapac.customerservice@pb.com

New Zealand (Critchlow Pty)

- Phone: 0800 MAPPING (0800 627 7464)
- Email: support@critchlow.co.nz
- Web: www.critchlow.co.nz

Singapore and South East Asia

- Phone: +65 6595 0288
- Email: pbbi.singapore@pb.com

Technical Support

Australia

Comprehensive phone and email support (available from 8.00am - 6.00pm (AEST) Monday through Friday excluding Public Holidays).

General Support

- Phone: 1800 648 899
- Email: pbbi.support@pb.com

Training

Australia and New Zealand

- Phone: 1800 351 576
- Enquiries: [ANZ Training Enquiry](#)

South East Asia

- Phone: +65 6595 0288
- Enquiries: [ASEAN Training Enquiry](#)