

# Welcome to curveball

Our team is here to help  
**Monday - Friday**  
**08:00 - 17:30**

## Accessing Support IT or service issues? No problem.

To request support, simply email details of your problem to our Support Desk, & our team will get on the case.



### Request Support

Email your support request to  
[support@curveballsolutions.com](mailto:support@curveballsolutions.com)

You will receive a confirmation email  
containing your  
Support Ticket ID



### Call Us

To discuss your request call

**0151 547 4321**

Please have your  
Support Ticket ID available when  
you get in touch.

Need further support? Reach out to our Heads of Department.

### IT, Connectivity & Phone System Support

Head of Managed Services

 **0151 547 7973**

### Mobile & Utilities Support

Service Desk Team Leader

 **0151 547 7966**

### Billing & Finance Support

Finance Manager

 **0151 547 7942**

### Feedback

Whether it's positive or room  
for improvement,  
share your feedback [here](#)

### Escalations

To escalate a support request outside of your  
Service Level Agreement, please email us,  
including your Support Ticket ID number.

**[escalations@curveballsolutions.com](mailto:escalations@curveballsolutions.com)**

**[Service Level Agreement](#)**

### Complaints

In the event you are not satisfied with the  
service you are receiving and would like to  
make a complaint, please email details to us.

**[complaints@curveballsolutions.com](mailto:complaints@curveballsolutions.com)**