



***** COVID-19 Update *****

Dear Scorch Customers

As the fight against COVID-19 continues to evolve, we recommend reviewing the government's COVID-19 website and revised guidelines –

www.covid19.govt.nz
[Current Alert Level](#)

We will update the information below with any changes based on the current alert level status -

Scorch Staff & Support Channel

Our office in Riccarton is open and operating as per normal, if you do visit our office please be mindful to maintain physical distancing at all times.

As always you can also call us on 0800 726 724 or send an email to support@scorch.co.nz.

<https://www.scorch.co.nz/contact-us/>

Accounts & Billing

All accounts and debtor processes continue as per normal. We understand that these have been challenging times for many, if you have experienced financial hardship as a result of COVID-19 please contact us so we can work together to manage the situation with you where possible.

Health & Safety for Onsite Jobs

In some situations (such as onsite repairs), an engineer may be required to visit your property. We are working closely with our engineers to manage any risks when visiting customer's sites to maintain the health, safety and alert level compliance for all involved. We ask that you please alert us if anyone in your household has any symptoms that may be related to COVID-19.

We wish all Scorch customers continue to stay safe, stay distant and stay well as we all continue the fight against COVID-19.

The Scorch Team

Scorch Communications (Canterbury)

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Level 2, 88 Division Street,
P.O.Box 8708
Christchurch 8041
Phone: **0800 726 724**
support@scorch.co.nz

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