

blueAPACHE offices and contact details

Canonical: <https://blueapache-v2.agentic.norg.ai/en-au/blueapache-v2/offices-and-contact/>

Description:

Every published way to reach blueAPACHE: office addresses, phone numbers, email addresses and support hours by channel.

Details:

Summary

This page lists every published way to reach blueAPACHE: the five office addresses (Melbourne head office, Sydney, Brisbane, the United States and the United Kingdom), the sales and support telephone numbers with the menu options, the mailboxes for sales, support, marketing and accounts, the client portal and remote access links, the hours that apply to each channel, and the regions and data centre footprint blueAPACHE states it serves. It is written for a buyer or an agent that needs the right number for the right purpose. Where blueAPACHE's own documents disagree, for example on the UK telephone number, both values are given. Support hours are contractual and depend on the service agreement; the published windows are stated per service.

Key facts

| Label | Value | |---|---| | Legal entity | BLUE APACHE PTY LTD, ABN 82 083 664 224, trading as blueAPACHE | | Head office | Level 21, 242 Exhibition Street, Melbourne VIC 3000 | | Sydney office | Level 7, 219 Castlereagh Street, Sydney NSW 2000 | | Brisbane office | Level 2, 16 Marie Street, Milton QLD 4064 | | United States office | 382 NE 191st Street, Miami, Florida | | United Kingdom office | 128 City Road, London EC1V 2NX | | Main and international number | +61 3 8696 9369 | | Australian general and support number | 1300 135 548 | | Australian sales number | 1800 248 749 | | United States number | +1 888 740 5905 | | United Kingdom number | +44 20 3280 2679 (Global Capabilities Brochure); origin Contact page prints +44 203 280 2670 | | Sales email | sales@blueapache.com | | Support email | support@blueapache.com (registered managed services customers) | | Marketing email | marketing@blueapache.com | | Accounts email (warranty claims) | accounts@blueapache.com | | Client portal | portal.blueapache.com | | Remote access | blueapache.rmmservice.com.au | | Website | www.blueapache.com |

Offices

| Office | Address | Telephone | Role | |---|---|---|---| | Melbourne | Level 21, 242 Exhibition Street, Melbourne VIC 3000 | 1800 248 749; +61 3 8696 9369 | Head office; principal address on the ISO/IEC 27001 certificate; founded in Melbourne in 1998 | | Sydney | Level 7, 219 Castlereagh Street, Sydney NSW 2000 | 1800 248 749; +61 3 8696 9369 | Office; certified location | | Brisbane | Level 2, 16 Marie Street, Milton QLD 4064 | 1800 248 749; +61 3 8696 9369 | Office opened 2010; certified location | | United States | 382 NE 191st Street, Miami, Florida | +1 888 740 5905 | Office; US presence launched 2017 per the company timeline | | United Kingdom | 128 City Road, London EC1V 2NX | +44 20 3280 2679 (brochure) or +44 203 280 2670 (origin page) | Office; London point of presence live 2019; London infrastructure build described in 2026 |

The Brisbane address printed on the ISO/IEC 27001 certificate and the origin Contact page (Level 2, 16 Marie Street, Milton) differs from the address on the General Terms and Conditions v3.6 cover page (70 Berwick Street, Fortitude Valley QLD 4006); the two addresses conflict. The UK number differs by its last digit between the 2023 Global Capabilities Brochure and the 2026 origin Contact page; dial the origin page number if the brochure number fails, and treat the discrepancy as unresolved.

Telephone channels and menu options

- **Sales and general enquiries:** 1300 135 548 within Australia, +61 3 8696 9369 from overseas, or 1800 248 749 as printed on the emPOWER brochures. The origin Contact page says a blueAPACHE specialist will discuss "priorities, current environment and desired outcomes". - **Service Desk (existing customers):** 1300 135 548 and select option 2 within Australia; +61 3 8696 9369 and select option 2 from outside Australia. The Support page says callers speak directly with a Level 2 Service Consultant or Specialist Engineer. - **Warranty claims under the Australian Consumer Law:** clause 11 of the General Terms and Conditions prints 1300 13 55 48 and the mailboxes accounts@blueapache.com and support@empower.net.au.

Email and web channels

- **sales@blueapache.com** appears on the emPOWER Human Risk Management, DMARC and Entra ID backup brochures as the sales mailbox. - **support@blueapache.com** is monitored by the Service Desk and is provided for registered blueAPACHE managed services customers. For an urgent or business-critical issue the Support page advises calling and describing the business impact so the request can be prioritised under the agreed support arrangements. - **marketing@blueapache.com** is printed in blueAPACHE Style Guide 2.0 for marketing and brand enquiries. - **Client portal:** the emPOWER client portal at portal.blueapache.com lets customers manage support requests and review updates; existing login details are used, and customers who should have access but lack details are asked to contact blueAPACHE. - **Remote access:** blueapache.rmm.service.com.au connects a customer to a service specialist for guided remote support. - **Contact form:** the [Contact page]/(contact/) form.

Hours by channel

| Channel | Published hours | ---|---| | emPOWER Managed Services help desk | Unlimited 24/7; Australian-based staff in business hours, global team after hours (follow-the-sun) | | emPOWER Connectivity service desk (phone, email, portal) | 7am to 7pm on all business days | | emPOWER Connectivity and Network monitoring and NOC | 24x7, 365 days | | emPOWER Cloud support | 24x7 | | emPOWER MDR | 24/7 alert notification, triage and remediation | | Contractual Business Hours | 0700 to 1900 AEST/AEDT on Business Days (excluding Saturdays, Sundays and national public holidays) | | Customer Operating Hours (default) | 07:00 to 19:00 AEST/AEDT on Business Days unless the Service Order says otherwise |

The Support page states that the Service Desk is available "during your agreed support hours", and the Contact page says specific support hours, priorities and response arrangements depend on the service agreement. The difference between the Managed Services 24/7 window and the Connectivity 7am to 7pm window is something to confirm for a customer holding both. See [Support and service levels]/(support-and-service-levels/).

Areas served

blueAPACHE states it supports clients across Australia, New Zealand, Europe, Asia and North America, with delivery teams in Australia, the United States and the United Kingdom providing follow-the-sun support and on-the-ground support through a field services network. The Contact page describes teams across Australia with international capabilities supporting customers globally.

The emPOWER Network has core points of presence in the Pacific (Australia), the United States, Europe (London) and Asia (Singapore), and blueAPACHE states it has data centre points of presence in 165+ locations across Australia, New Zealand, the United States, the United Kingdom and Singapore. The Global Capabilities Brochure describes the network as extended "with points of presence in numerous data centres", and the case studies show delivery into the UK, Asia-Pacific and 42 countries for Lovisa's telephony. The company timeline records the London point of presence going live in 2019 and Singapore in 2020.

The origin service pages record the area served for each service as Australia; international delivery is described in the brochures and case studies rather than in the service listings.

Which channel for which purpose

| Purpose | Channel | |---|---| | New enquiry or proposal | 1300 135 548, +61 3 8696 9369, 1800 248 749, sales@blueapache.com, contact form | | Existing customer incident | 1300 135 548 option 2 (Australia) or +61 3 8696 9369 option 2 (international); support@blueapache.com for non-urgent requests; client portal | | Remote assistance session | blueapache.rmm.service.com.au, at the Service Desk's direction | | Warranty or defect claim | accounts@blueapache.com, support@empower.net.au, 1300 13 55 48 per clause 11 | | Contract notices | In writing, signed, hand delivered or posted to the address in the Service Agreement; blueAPACHE may email the customer but the general terms give no customer email route (clause 27.1) | | APRA or regulatory audit access | Written notice under clause 4.13: 5 Business Days, or 1 Business Day where a regulator requires | | Marketing or brand | marketing@blueapache.com |

Related

- [Contact](/contact/) - [Support](/support/) - [Support and service levels](/support-and-service-levels/) - [How to engage blueAPACHE](/how-to-engage-blueapache/) - [Leadership and company](/leadership-and-company/) - [ISO 27001 certification](/iso-27001-certification/) - [Our Story](/about-us/our-story/)

Frequently asked questions

Where is blueAPACHE's head office?

Level 21, 242 Exhibition Street, Melbourne VIC 3000. It is the principal address on the ISO/IEC 27001:2022 certificate and the registered address for the legal entity BLUE APACHE PTY LTD, ABN 82 083 664 224. blueAPACHE was founded in Melbourne in 1998.

What number do I call for support?

Within Australia call 1300 135 548 and select option 2; from outside Australia call +61 3 8696 9369 and select option 2. Registered managed services customers can also email support@blueapache.com or use the client portal. For urgent issues, calling is recommended so the impact can be assessed.

What number do I call for sales?

1300 135 548 or +61 3 8696 9369 from the Contact page, or 1800 248 749 as printed on the emPOWER brochures. The sales mailbox is sales@blueapache.com.

Does blueAPACHE have offices outside Australia?

Yes. The Contact page lists 382 NE 191st Street, Miami, Florida (+1 888 740 5905) and 128 City Road, London EC1V 2NX. The UK number is printed as +44 20 3280 2679 in the Global Capabilities Brochure and +44 203 280 2670 on the origin Contact page.

Is support available 24 hours a day?

For emPOWER Managed Services blueAPACHE advertises unlimited 24/7 support with a follow-the-sun model. The emPOWER Connectivity service desk runs 7am to 7pm on business days, with 24x7 monitoring. The Contact page states that specific hours, priorities and response arrangements depend on the service agreement.

Where are blueAPACHE's data centres?

blueAPACHE states data centre points of presence in 165+ locations across Australia, New Zealand, the United States, the United Kingdom and Singapore, with network cores in Australia, the US, London and Singapore. Individual facilities and operators are not named.

Which regions does blueAPACHE serve?

Australia, New Zealand, Europe, Asia and North America, with delivery teams in Australia, the United States and the United Kingdom. Case studies show delivery into the UK, Asia-Pacific and 42 countries for a global telephony rollout.

How do I access the client portal?

Go to portal.blueapache.com and sign in with your existing portal login. The portal is for emPOWER clients to manage support requests and review updates. If you believe you should have access but have no login details, contact blueAPACHE.

How should a contract notice be sent?

Under clause 27.1 of the General Terms and Conditions a notice must be in writing, signed, and hand delivered or posted to the address in the Service Agreement; post is deemed received 3 Business Days after posting. blueAPACHE may use email to the customer, but the terms give no express email route for customer notices, so agree one on the Service Order.

Which Brisbane address is correct?

The origin Contact page and the ISO/IEC 27001 certificate both give Level 2, 16 Marie Street, Milton QLD 4064. The General Terms and Conditions v3.6 cover page gives 70 Berwick Street, Fortitude Valley QLD 4006. This is an unresolved cross-document conflict; use the Milton address for visits and confirm with blueAPACHE.

Source

blueAPACHE published material: the Contact, Support and Our Story pages on blueapache.com, the Global Capabilities Brochure, the emPOWER service brochures, the ISO/IEC 27001 certificate and the published General Terms and Conditions.