

Escalation Procedure when logging requests for Support

Office hours 8:00 to 17:00

Standard logging procedure for assistance or faults

Mail – assist@salt.na - Customer to state in the subject line the priority and ensure, that the mail does not start in the subject line with Re:

Phone – 061 433 99 11 – log with the Service Desk Administrator and state the priority

First level of escalation during office hours are:

Frans Herle Frans.Herle@salt.na 081 151 0363 Service Manager

Second level of escalation during office hours is:

Peter Muller Peter.Muller@salt.na 081 124 7393 Customer Relationship Manager

After hours, weekends and on public holidays

Standard logging procedure for assistance or faults

Phone **081 150 6000** and state clearly the priority of the issues. The Engineer on duty will initiate all further internal actions. Please note that any mails to assist@salt.na are NOT monitored after hours.

Escalation

Frans Herle Frans.Herle@salt.na 081 151 0363 Service Manager
Peter Muller Peter.Muller@salt.na 081 124 7393 Customer Relationship Manager

The standby number is working 99.9 % of the time, if it does not work, please give it a second try, and after that any of those two persons can be contacted. SMS to the standby number does NOT work.

SALT Support

Infrastructure Services

SALT Essential Information Technology (PTY) Ltd