

## Logging Procedure for Requests at the Service Desk

Salt Essential IT provides Customer's with technical support as agreed between the Parties. Note that Retainer Customers receive access to prioritised response times as defined in their SLA Agreement.

Service Requests are placed with the Salt Service Desk in Windhoek by the Customers' authorised staff member(s).

Requests can be logged during normal office hours (8:00 – 17:00) on 061 - 433 9911 or via mail to [assist@salt.na](mailto:assist@salt.na). You may also copy in your account manager, if you know his e-mail. Please refrain from sending support requests directly and exclusively to your account manager.

Requests can also be logged after hours via a standby number: **081 150 6000**. After hour rates apply. Please refrain from calling any engineers directly on their mobile phones.

When a mail is sent to [assist@salt.na](mailto:assist@salt.na) to log a request, the subject line of the mail should contain a short description of the problem or change request. A further detailed description of the problem (what, when, how, who, the involved equipment, the impact on the work environment) will assist the engineer to do a first assessment. An automatic return mail with a **reference number** will be generated by our helpdesk system. The reference number must be used for all follow ups and escalations.

When requests are logged by phone, the service desk operator will ask questions to determine the magnitude of the fault, the details surrounding the fault and contact / location details of user in question. A request will be logged immediately and a reference number given to the caller. The reference number must be used for all follow ups regarding the request. The request will be assigned to an engineer, who will then contact the user to ascertain, if the fault can be rectified via remote measures or would need to be worked on at the customer site. The engineer will always make an appointment before traveling to site.

Where- and when-ever possible Salt attempts to provide remote support by remote control of a User's Workstation / Customer server and/or telephonic support, or alternatively via visiting the Customer's site as and when required.

All charges related to logged requests which require site visits, will be based on the time when the engineer left the Salt Essential IT offices and when he returned to the Salt Offices. All charges related to requests, which are dealt with on a remote support basis, are based on actual time spent for support.

Should you have any queries regarding these guidelines or should you want to escalate any issues, please contact the Customer Relationship Manager, Peter Muller, 061 – 433 9920 [Peter.Muller@salt.na](mailto:Peter.Muller@salt.na) or Arno Delpont, 061 – 433 9900 [Arno.Delpont@salt.na](mailto:Arno.Delpont@salt.na), the Manager.

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