

Complaints Procedure for Consumers: 2021/2022 Amended January 2022

The following describes the Rights and Remedies available to customers in the event of unauthorized charges or other disputes or claims over billing or the provision of services.

Contacting Salt Essential IT

Salt Essential IT provides selected IT communication services, regulated by CRAN, via SLA service contracts to its customers. The SLA pertaining to the STTC, the Acceptable Use Policy, the Service Descriptions General Terms and Conditions, and all Service Descriptions are listed in point 21 of the SLA contract.

The customer has several ways to contact Salt Essential IT, should he/she have a query or complaint of any sort.

- 1) The SLA contract states in point 18 that any queries may be lodged with Salt by written notice.
- 2) SLA contract customers are regularly contacted and visited by a dedicated Salt Essential IT CRM Manager. Meetings are held quarterly and can also be called for on short notice. Any claims, queries, or complaints can and should be raised in those meetings or sent to crm@salt.na
- 3) Further, Salt is sending out its invoices and statements from particular mail accounts, which belong to the finance clerk, responsible for the customer. The customer can therefore send a query to that particular mail address, or to accounts@salt.na
- 4) A fourth route to inform Salt of a query is by logging a request with assist@salt.na or via phone to the helpdesk number of 061 433 99 55. An after-hour Standby Number is also available to all SLA customers for emergency call logging. This route is listed as a customer responsibility within the Logging Procedure Salt Essential IT v 2022 as part of the list of annexures.

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Any query will be picked up internally by the CRM Manager (CRM meetings, crm@salt.na), the Financial Manager, and the person responsible for the applicable account (accounts@salt.na) or assist@salt.na. After-hours requests will be received via the Standby Number (081 150 6000).

Response times range from 30 minutes to 4 hours based on the priority a request is assigned. The query is then forwarded internally within Salt based on its nature:

- Billing query or complaint – Finance + Technical
- Technical query or complaint – Technical – Infrastructure Services and helpdesk services

Billing Query – Salt Internal Process

Should the billing query be based on any technical details, like the number of mailboxes or size of particular connectivity, the relevant technical data is prepared and sent to the customer as proof for the billing (number of mailboxes, listing of all users – named – for all mailboxes, listing of all users for MailStore Archiving, registration of domain, bandwidth provisioning as per firewall setup).

Should the billing query be purely financial, the responsible finance clerk will contact the customer and reconcile the account together with the customer.

Should it transpire that there is a billing issue due to an error on Salt's side, a credit note is issued. This process does usually not take longer than 72 hours.

Technical Query – Salt Internal Process

Any technical query or complaint, which is either logged by phone to the helpdesk (061 433 99 55) or mailed to assist@salt.na is handled by an assigned experienced and certified technician. An after-hour standby number (081 150 6000) is available to all SLA customers.

The logging procedure, escalation procedure, and response times are made known to all customers when they sign an SLA with Salt. They are further discussed at CRM meetings.

All SLA customers fall under the logging procedure, response priority, and escalation procedure. All SLA customers are further assigned a primary and secondary technical account manager, of whom the primary lead engineer participates in the CRM meetings. Technical issues are resolved, based on their nature, within the quickest time frame. During any outages or repair times, the customer is regularly updated via the agreed communication channel, and after the service has fully recovered, the customer is again immediately informed.

Escalation of Complaint

Any Salt customer(s) that has lodged a formal and/or informal complaint via the various aforementioned channels, reserves the right to escalate the complaint to the Communications Regulatory Authority of Namibia (CRAN) within 14 days from the date of the original complaint lodged with Salt, should Salt not have responded and/or satisfactorily resolved the matter raised in the complaint.