

## Escalation Procedure when logging requests for Support

### Office hours Mon – Fri, 8:00 to 17:00

#### Standard escalation procedure for assistance or faults

E-Mail – [assist@salt.na](mailto:assist@salt.na) - Customer to state in the subject line your request number with the reason for escalation and ensure that the e-mail does not start in the subject line with "Re:" (Note, CRM to be included in all escalation communication, [CRM@salt.na](mailto:CRM@salt.na))

Phone – 061 433 99 55 – Log with the Helpdesk Supervisor and state your request number with the reason for escalation.

#### The first level of escalation during office hours is:

George Groenewald      [George.Groenwald@salt.na](mailto:George.Groenwald@salt.na)      061 433 99 55      Helpdesk Supervisor

#### The second level of escalation during office hours is:

Arno Delport      [Arno.Delport@salt.na](mailto:Arno.Delport@salt.na)      061 433 99 00      Technology Centre Manager

### After hours, weekends, and on public holidays

#### Standard escalation procedure for after-hours assistance or faults

Phone 081 150 6000 and state clearly the request number of the issue/s. The Engineer on duty will initiate all further internal actions. Please note that any emails sent to [assist@salt.na](mailto:assist@salt.na) are NOT monitored after hours.