

Logging Procedure for Requests at the Service Desk

Salt Essential IT provides Customers with technical support as agreed between the Parties. Note that Retainer Customers receive access to prioritized response times as defined in the Support Services addendum.

Service Requests are placed with the Salt Service Desk in Windhoek by the Customers' authorized representative as identified and agreed upon by Salt and the customer.

Requests can be logged during office hours (Mon – Fri, 8:00 – 17:00) via e-mail to assist@salt.na and ensure you CC your technical account manager, as introduced to you. Please refrain from sending support requests directly and exclusively to your technical account manager. Should your call be a priority, call our Helpdesk Supervisor on 061 – 433 9955 to log a request. Note: A request coming in from WhatsApp is not considered a logged request.

After-hours requests will follow the above procedure; however, you need to call our standby number, 081 150 6000, to notify the engineer should the support require immediate attention. Note that after-hour rates apply. The mailbox, assist@salt.na, is not monitored after hours.

When an e-mail is sent to assist@salt.na to log a request, the subject line of the mail should contain a short description of the problem or change requested. A further detailed description of the problem added in the body of the e-mail (what, when, how, who, the involved equipment, and the impact on the work environment) will assist the engineer to do the first assessment. Our Helpdesk Supervisor will send an e-mail with a request number. The request number must be used for all follow-ups and escalations.

In circumstances where an e-mail cannot be sent, Salt will accept a telephonic service request. During office hours our Helpdesk Supervisor will guide the caller through the process to gather sufficient information to start the support process. The Helpdesk Supervisor will ask questions to determine the magnitude of the fault, the details surrounding the fault, and contact/location details of the user in question. A request will be logged, and a request number given to the caller. The request number must be used for all follow-ups and escalations 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 required on-premises support. The engineer will always make an appointment before traveling to the site.

Where- and whenever 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.

On-site support charges apply from when the engineer leaves the Salt office and returns to the Salt office.

Should you have any queries regarding these guidelines, please contact the Customer Success Manager, Maggi de Waal, 061 – 433 9900, Maggi.Dewaal@salt.na or Arno Delpport, 061 – 433 9900 Arno.Delpport@salt.na, the Technology Centre Manager.