



# Escalations Procedure

## SUPPORT AND ESCALATIONS PROCEDURE

To effectively manage our Service Level Agreements with all customers we request that you use our support and escalations procedure and not contact your designated Support Engineer directly. All our staff are managed by a qualified management team to ensure all SLA's are upheld to the highest standards. When your assigned Support Engineer is contacted directly our internal management team is unable to ensure your support needs have been addressed in the given timeframes.

While our dedicated Support Engineer is on site there will be no need to log a call as you will have direct access to this employee to resolve any of your IT requirements.

We urge you to make use of our escalation's procedure should these support requests not be completed in a timely manner. Please note that Commercial ICT does not accept support requests on Whatsapp and we urge all customers not to send Whatsapp messages for support. Whatsapp does not integrate with our support systems. This platform is also not monitored on a continuous basis and staff cannot log support requests via the Whatsapp platform.

## GENERAL SUPPORT

### 1. Tel: 010 590 6177 - Press 1 for immediate support

We have a full-time helpdesk to take your call and assist immediately.

### 2. Email: [support@commercialict.co.za](mailto:support@commercialict.co.za)

This email address is monitored 24/7 and support requests are regulated by our Technical Co-Ordinator to ensure support is actioned as soon as possible.

### 3. Microsoft Teams

Please speak to your account manager to find out how to link your business with our Microsoft Teams platform.

### 4. Freshdesk web based self-service portal

Speak to your account manager for your business link.

## ESCALATIONS

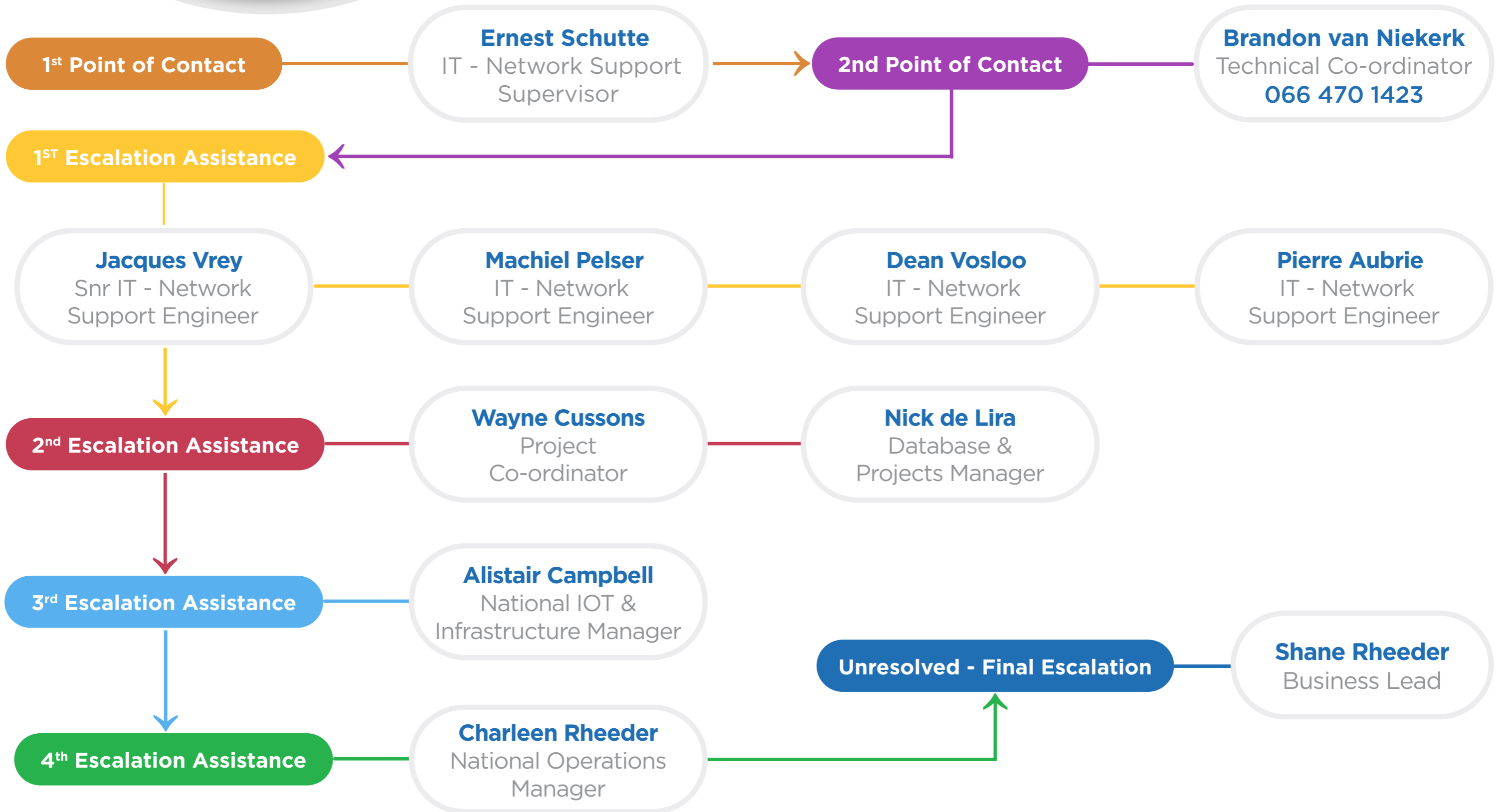
### Tel: 010 590 6177 or Cell: 066 470 1423 - Press 2 for Escalations

### Email: [escalations@commercialict.co.za](mailto:escalations@commercialict.co.za)

Please only use this email address or telephone number to escalate and not to log new support requests. Customers will be requested to provide an original ticket number in order to escalate. This email address is monitored 24/7 by our internal management team to ensure all escalations are actioned immediately.



# Support Escalations





# Sales Escalations

Contact number: 010 590 6177  
Email: sales@commercialict.co.za

