

Dear Client,

Thank you for choosing ESAPARTNER as your preferred technology solutions partner. We consider our clients to be part of our family and aim to provide our clients with a quality service in every area.

To ensure that clients get the best possible answer, we have put in place certain processes to ensure that the correct queries reach the correct people and can be resolved speedily. Below is all the information you will require in order to get your query attended to.

Contact Details:

Sales Department

021 552 5233

info@esapartner.co.za

Accounts Department

All requests sent to:

accounts@esapartner.co.za

Support Department

All requests sent to:

support@esapartner.co.za

Support Guidelines:

For any support, please refer to this guideline to ensure that your support request is attended too in a timely manner. For any support-related requests, please ensure that a mail is sent to support@esapartner.co.za with the following information:

[company name] ;
[support description];
[branch – location];

If your call relates to a printer, in addition to the above we will also require:

[meter reading];
[serial number];

To provide our clients with the best possible service, all support requests need to be submitted in the above form. Clients who phone-in support requests will still need to provide a mail-format support request in order to be assisted.



Response Time Guidelines

Level 1

6 to 8 hour Response Time

PABX / VoIP

- Changes to – routing, call groups, extension names + numbers
- Call recording issues (non-encrypted)
- Voicemail issues

PRINTERS

- Empty Toners (where notification was given late); black lines on scan copies
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Level 2

4 to 6 hour Response Times

PABX / VoIP

- Cannot receive incoming calls on single extension
- Faulty phone, extension, network point etc.

PRINTERS

- Cannot scan to email
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Level 3

1 to 4 hour Response Times

PABX / VoIP

- Voice trunks down
- Cannot receive incoming calls on all lines
- Cannot make outbound calls via system
- Connectivity is down

PRINTERS

- Paper jams (where paper has been cleared but still not able to print)



Support Charges:

Where applicable, outside the scope of work for initial installation, support will be provided from the ESAPARTNER NOC and will be charged at the following rates:

R 400, 00 per hour or part thereof (remote assistance)

Where an issue cannot be resolved remotely, a support agent will be sent out to site at a rate of:

R 650, 00 per hour or part thereof (on-site assistance <50km from NOC)

R 2, 50 per km (>50km from NOC)

Support charges are to be paid on a per-incident basis unless otherwise arranged with the ESAPARTNER service manager and accounts department.

Should you have any further queries, please feel free to contact us to discuss them. We are always open to customer feedback.

**Yours Sincerely
ESAPARTNER MANAGEMENT TEAM**