



bitstream

CUSTOMER SUPPORT & ESCALATION PROCEDURE



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1. Services Support

The following procedure is how to log a fault or service complaint with Bitstream Internet Solutions Pty Ltd (Herewith referred to BitStream).

- 1.1. BitStream will provide support, via e-mail and by phone
- 1.2. E-mailed requests for support should be sent to support@bitstream.com.na. BitStream prefers emailed requests and may require certain types of requests to be emailed.
- 1.3. BitStream may be reached telephonically at these numbers in order of preference:
 - +264 (0)64 284 444
 - +264 (0)81 166 8905
- 1.4. Support will remain contactable at all hours 24x7x365 on one of the numbers supplied in 1.3

All reported faults (known as tickets) or complaints are recorded in an automatic ticket system to document all faults and complaints. Once the ticket has been created the customer will receive an emailed notification with a unique ticket number. This ticket number must be used in all future correspondence for specific fault or complaint.

2. Account Support

The following procedure is how to log an Accounting query or complaint with Bitstream Internet Solutions Pty Ltd.

- 2.1. BitStream will provide account support, via e-mail and by phone
- 2.2. E-mailed requests for support should be sent to accounts@bitstream.com.na. BitStream prefers emailed requests and may require certain types of requests to be emailed.
- 2.3. BitStream may be reached telephonically at these numbers in order of preference:
 - +264 (0)64 284 444
- 2.4. Accounts will only be available during office hours:
 - 8:00 to 17:00 Weekdays
 - Unavailable during weekends and Public Holidays

All reported queries or complaints are recorded in an automatic ticket system for documentation purposes. Once the ticket has been created the customer will receive an emailed notification with a unique ticket number. This ticket number must be used in all future correspondence for specific query or complaint.





3. Sales Support

The following procedure is how to log a Sales query with Bitstream Internet Solutions Pty Ltd.

- 3.1. BitStream will provide account support, via e-mail and by phone
- 3.2. E-mailed requests for support should be sent to sales@bitstream.com.na. BitStream prefers emailed requests and may require certain types of requests to be emailed.
- 3.3. BitStream may be reached telephonically at these numbers in order of preference:
 - +264 (0)64 284 444
- 3.4. Sales will only be available during office hours:
 - 8:00 to 17:00 Weekdays
 - Unavailable during weekends and Public Holidays

All reported queries are recorded in an automatic ticket system for documentation purposes. Once the ticket has been created the customer will receive an emailed notification with a unique ticket number. This ticket number must be used in all future correspondence for specific query.

4. Support Priority Allocation

- 4.1. The priority of support requests will be ranked according to the table below
- 4.2. Response time will be the time until a technician has begun to take measures to establish the cause and extent of a problem.
- 4.3. Time to fix will be the time from the first response until the service is restored.
- 4.4. The Customer acknowledges that both Response time and Time to fix listed below are target times only, and are listed as a guide to the expected level of service which the supplier will provide, however times of peak demand or unusual circumstances can cause significant variation to the actual time taken.
- 4.5. At all times the Supplier will solely judge the actual priority of any support request and will be free to choose the order of priority amongst clients.
- 4.6. All Priority 1 support requests should be reported by telephone to one of the numbers listed under 1.3





4.7. If the Customer feels that service did not comply with their expectations, a detailed complaint should be mailed to support@bitstream.com.na so that the Supplier may be aware of the problem.

Priority	Response time	Time to fix	Criteria
1	1 hour	4 hours	Failure of key service causing potentially significant loss of business, reputational damage or breach of security. Multiple users affected, no easy work around available. High business risk
2	2 hours	8 hours	Failure or degradation of key service affecting single or few users, no easy work around available. Medium business risk
3	4 hours	24 hours	Failure of single user desktop or failure / degradation of non-key service. Low business risk
4	1 day	48 hours	Degradation of non-key service for single or few users, work around available. Lower business risk
5	2 days	10 days	Non-time critical request or low customer supplied priority. No risk to business within expected time to fix.

5. Escalation Procedure

In the event that the customer fault or query was not resolved to their satisfaction, the fault/query should be escalated to the following:

- **Jakkie Nel**
 - Cell: +264 81 262 1999
 - Email: jakkie@bitstream.com.na
 - Designation: Manager
- **Leslie Bosman**
 - Cell: +264 81 128 0439
 - Email: leslie@bistream.com.na
 - Designation: Director
- **Jacques Serfontein**
 - Cell: +264 81 124 2014
 - Email: jacques@bitstream.com.na
 - Designation: Director

In the unlikely event that your complaint has not been resolved or a resolution reached. The customer, can approach the Communications Regulatory Authority of Namibia (CRAN) to mediate or adjudicate.

CRAN Contact Details: www.cran.com.na / legal@cran.com.na

