


STANDARD SUPPORT PROCESS

1. OVERVIEW

Echo provides 24/7 support to ensure that Customer’s support requests and service incidents are resolved on a prioritised basis. To ensure that the support process is carried out in the most expeditious and efficient manner, the support, ticket logging and escalation process is set out in this document, the contents of which are read into the Master Service Agreement concluded between Customer and Echo. When logging support tickets/requests, the process outlined herein must be followed by Customer.

Echo reserves the right to update/vary this document in accordance with its operations and processes, as may be required from time-to-time.

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:		
		
Telephonically through the primary support number (087-310-1700)	By means of an email being sent to: support@echosp.co.za	By submitting a ticket via our Customer Portal https://portal.echosp.co.za

INITIATING A SUPPORT REQUEST		
Authorised Contacts	Required Information	Ticket logging
<p>Only registered authorised contacts are permitted to log a request with Echo Support. If you are not a registered contact, please contact your Echo account or service manager, who will be able to assist you in the registration process.</p>	<p>Please provide Echo support with any information which would help Echo to resolve the issue as soon as possible, such as: IP Addresses; speed tests: trace-routes and/or pings depending on the fault type.</p> <p>When creating a support ticket <i>via</i> email or the Customer Portal please provide the following information:</p> <ul style="list-style-type: none"> the Customer’s Site/Service or Data Centre where the fault is occurring; a description of the service which is affected, i.e. networking faults, Telco faults or Managed Service faults; and the priority that you believe the request should have and the relevant keyword must be inserted in the subject line of the email– see section 2 below. 	<ul style="list-style-type: none"> You will receive an automatically generated email informing you that your request has been logged as well as your ticket reference number. Please use the email thread as the basis of all further emails back to Echo Support regarding the issue you raised. Each ticket logged with Echo Support will have a unique Reference Number, please ensure that you reply on the correct email thread to Echo Support. A support engineer will contact you within 30 mins of logging a support request. Shorter response times can be expected for tickets that are considered high priority.



2. PRIORITIES AND DEFINITIONS

When initiating a support request the priority of the request must be specified. If initiating a request via email or the Customer Portal, then the appropriate keyword should be inserted into the subject line to automatically prioritize the call on Echo’s Support Desk System. For example: “HO Wireless down – P2”. Please be aware that this is an indicative value and may be changed once the ticket is assigned.

Priority	Keyword	Email Subject Keyword to be used
Critical	P1	A total failure rendering the service and operations of the business inoperable e.g. Link Down.
High	P2	The service is problematic and is having a severe impact on business e.g. Packet Loss.
Medium	P3	The service is problematic and causing some failures but is not adversely affecting business
Low	P4	The service is intermittent and needs to be further investigated, but is not causing loss of business

3. ESCALATION PROCESS AND TIMELINES

The escalation process starts at the first point of contact, typically being the Echo Support Desk. All requests will automatically start at an escalation level of 0. Echo Support will endeavour to resolve each issue logged as quickly as possible. If Customer feels that its issue is not being given the required attention, or that the issue has not been resolved satisfactorily, then Customer may escalate their ticket through the escalation levels.

The following table is a guide of when Customer may seek escalation(s). These are dependent on the priority that the support team have allocated to Customer’s ticket. Please refer to the table in section 4 for the contact details of the various escalation levels.

Priority	1st Escalation	2nd Escalation	3rd Escalation	4th Escalation
Critical - P1	0.5 hours	1 hour	1.5 hours	2 hours
High - P2	1 hours	2 hours	3 hours	4 hours
Medium - P3	2 hours	4 hours	6 hours	8 hours
Low - P4	3 hours	6 hours	9 hours	12 hours



4. ESCALATION MATRIX

The escalation matrix enables Customer to identify various levels of management within Echo who can be notified at the right time in the event of critical or high priority issues, irrespective of the business hours. These contact details are provided to ensure efficient and timeous resolution on issues.

Escalation Levels	Echo (Office Hours) 7am to 5pm (SAST Time)	Echo (After Hours) 5pm to 7am (SAST Time)
1	Echo Support Desk Email: support@echosp.co.za Contact: 087 310 1700	Echo Support Desk Email: support@echosp.co.za Contact: 087 310 1700 / +27 83 946 8702
2	*Service Manager (Managed Clients)	*Service Manager (Managed Clients)
3	Service Desk Manager Michael Kitley Email: michaelk@echosp.co.za Contact: +27 87 287 9626	Service Desk Manager Michael Kitley Email: michaelk@echosp.co.za Contact: +27 72 656 1833
4	Operations Executive Aqeel Mohamed Email: aqeel@echosp.co.za Contact: +27 82 908 7190	Operations Executive Aqeel Mohamed Email: aqeel@echosp.co.za Contact: +27 82 908 7190
5	Technical Director Colin Chifamba Email: colin@echosp.co.za Contact: +27 83 612 2569	Technical Director Colin Chifamba Email: colin@echosp.co.za Contact: +27 83 612 2569

5. CUSTOMER PORTAL

The Customer Portal can be accessed at <https://portal.echosp.co.za> which may be use to:

- edit/update your contact details;
- upload documents;
- download statements;
- view Customer orders;
- inspect service details;
- log support tickets; and/or
- view outages and planned maintenance on the Customer network

If Customer is a registered authorized contact and would like access to this facility, please contact Echo Support to enable the account. After Customer’s account has been enabled, Customer will be required to follow the reset password link on the Customer Portal to create a new access password.

