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QUALITY TELECOMMUNICATION SOLUTION  
 contact us today at 087 945 0000  
 salesinfo@masters.co.za



Customer

# SUPPORT Process

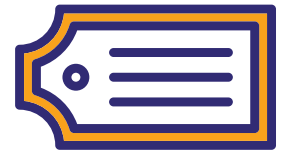


This document serves as a guide to TeleMasters customers with regards to logging support tickets as well as the escalation procedure

## THE TELEMASTERS SUPPORT DESK

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- The TeleMasters Support Desk is the first line of contact for all customer support queries.
- The TeleMasters Support Desk is where calls are received, support tickets are generated and tracked and resolutions provided.
- This Support Desk is available 24 hours a day, 7 days a week, 365 days a year



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## LOGGING A SUPPORT TICKET

Please ensure you have the following information available when logging a call:

- **Customer name and contact details**
- **Customer Code**

To log a support ticket please contact the TeleMasters Support Desk on:



**support@masters.co.za**

email support during office hours:  
8h30 - 16h30



**+27 87 945 0006**

24/7 support line

## ESCALATION PROCEDURE

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Should a support request not receive a response within the time periods as detailed in the below table, the following escalation procedure can be followed:

TIME	LEVEL	RESPONSIBILITY	EMAIL	TEL	CELL
45 min	1st Level	Support Operators	support@masters.co.za	+27 87 945 0006	
2 Hr	2nd Level	Support Supervisor	denise@masters.co.za	+27 87 945 2839	
4 Hr	TeleMasters	Technical Support	ash@masters.co.za	+27 87 945 2840	
8 Hr	TeleMasters	Support Manager	barry@masters.co.za	+27 87 945 0223	+27 10 072 2222