

Welcome

We're committed to ensuring that we provide you our customer with the best possible service.

In this document you will find all the necessary information you will need log and track your tickets and to escalate problems that has not been resolved.

Our support Centre number 021-0013100

Support Hours

The Support Team operates from 08:00 – 18:00, 5 days a week.

For after hours support we have a person on standby 064 525 9703

Please note: Smartswitch do NOT respond to WhatsApp support requests.

Normal office hours are defined as 07h00 to 18h00 (GMT+2), excluding weekends and South African Public Holidays.

Logging a request for support

A ticket is used as a generic description for all requests. For example, requesting a new service, requesting changes, incident reporting and getting answers to your service related questions or finding out more information on SmartSwitch and its products or services.

All tickets should be mailed to support@SmartSwitchtelecom.co.za

When logging a ticket, please have the following information on hand:

- Company name
- Account number
- Contact details of your technical or support person
- A detailed fault description (if applicable)
- Indication of the number of users affected
- Physical location of the occurrence
- Indication of the impact of your services
- Any additional diagnostic information available in the form of screen dumps, files and trace routes

Tracking a ticket

Logging a ticket automatically creates a ticket in our system with a unique reference number. Our reference numbers look like this **Smart-123456**

To query the status of your request, you can either call us on 021 0013100 or alternatively email us at support@smartswitch.co.za

Alternatively, please log a ticket via our customer portal. You will require a username and password that will be sent to you via email.

Important: Always quote your reference number when tracking your ticket.

Feedback

Notifications and service disruptions

Network Operations Centre maintains a proactive approach to monitoring and testing our network and infrastructure to ensure quality of service and that disruptions are kept to a minimum.

Should there be any planned and unplanned service interruptions we will communicate with you in a timely manner.

Please note that all incident reports for major problems are provided within five to six working days of root cause identification and resolution.

Escalating your service incident or request

Please call 021 0013100 during business hours 08H00 – 18H00 Monday to Friday.

Always quote your Ticket reference number

Complaints/Escalations

Andre Pretorius

Email: andre@smartswitch.co.za

Phone: 076 961 4006

SMARTSWITCH ACCOUNTS

If you have an account query, please email accounts@smartswitch.co.za

If you need to talk to our accounts department, please call 021-0013100 and press 1