

Service and Escalation Procedure

We want to provide the best customer and electronic communications services in South Africa. If you feel like this hasn't been achieved, please be sure you are familiar with how we prioritise queries as well as our escalation and complaints procedure.

1. Logging a Service Query

1.1. A service request must please first be logged via our helpdesk before it can be escalated. To log a request an email must be sent to support@convergedgroup.net

1.2. In instances when you are unable to email us, please call us on our switchboard on **010 591 4600** and ask a representative to log a ticket on your behalf.

You should receive a unique ticket number. Please quote this ticket number when following up on your query.

2. Escalation

2.1. You **must** please have a ticket number in order to escalate a query. If a ticket has not been logged prior to the escalation, and no ticket number is quoted, then the escalation will be considered invalid as it is deemed that the first step in escalation has not been followed.

2.2. Queries should first be escalated to the relevant department manager.

Being Chris@convergedgroup.net for business or commercial sales, or Attie@convergedgroup.net for service support & accounts@convergedgroup.net accounts related queries.

2.3. The escalated query must be submitted by email (Unless you are unable to in which case a call will be accepted) and contain the following:

Subject of the email:

- The ticket number the escalation is related to

E.g. #9552

Body of the email:

- Your name, surname & Company Name
- Ticket number related to the problem at hand
- Contact number
- Brief description of what gave rise to your need to escalate the query. Any accompanying / supporting material you may have to aid us in both investigating and resolving the problem

2.4. We will acknowledge receipt of your submission. We will then provide feedback (if not resolution) within one business day and aim to resolve the matter within three business days. In the event that your

query may require longer to reach final resolution, we will communicate this result within the specified three working days.

2.5. **Only** once the above steps have been followed or you feel that we have not adequately addressed the matter, may the query be escalated further. This is possible by means of an email to opsmanager@convergedgroup.net please include all the information prescribed in section 2.3. as well as your account of what transpired since escalating your query initially.

2.6. We will acknowledge receipt of your email and provide initial feedback within one business day. This feedback will contain information about how we are setting out to resolve your query. We aim to fully resolve items escalated to this step within 7 working days. In the event that your query may require longer to reach final resolution, we will communicate this result within the specified seven working days.

3. Complaints

We request that all complaints are limited to customer service and electronic communications services only for the purpose of keeping this channel uncluttered and devoid of unnecessary time delays. This channel is also used for reporting to the Independent Communications Authority of South Africa (ICASA) and abuse of the channel may result in your being blocked from being able to reach this channel in future.

Note please: Billing complaints must please be directed to accounts@convergedgroup.net

All complaints other than billing complaints must be submitted to Converged Telecoms and will be dealt with by Converged Telecoms, in accordance with the provisions of this clause 9 of our code of conduct and service charter.

3.1. You are required to afford us an opportunity to resolve a complaint before you approach the Authority.

3.2. You are required to direct a complaint to complaints@convergedgroup.net . Your complaint should include the following:

3.3. Your name and surname;

3.4. Your account number;

3.5. The date on which the complaint arose; and

3.6. A brief description of what gave rise to the complaint.

3.7. Converged Telecoms will acknowledge receipt of your complaint within 3 (three) working days of receipt thereof.

3.8. Converged Telecoms will formally resolve your complaint in writing within 14 (fourteen) working days of receipt thereof, or within such longer period as we may agree to under circumstances where the resolution of the complaint is for example (but without limitation) in the hands of a supplier or third party service provider.

3.9. You may approach the Authority for resolution of the dispute, should you not be satisfied with the outcome of the dispute as determined by Converged Telecoms.

3.10. The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act in the event that the dispute is not resolved by the Authority itself as contemplated above.