

Enerweb Helpdesk

Log a Ticket

1. Please call Enerweb Helpdesk if you experience a problem with a system.
2. The Helpdesk Operator will create a ticket, which will be assigned to a relevant support person to resolve the problem.
3. Please obtain your ticket reference number.

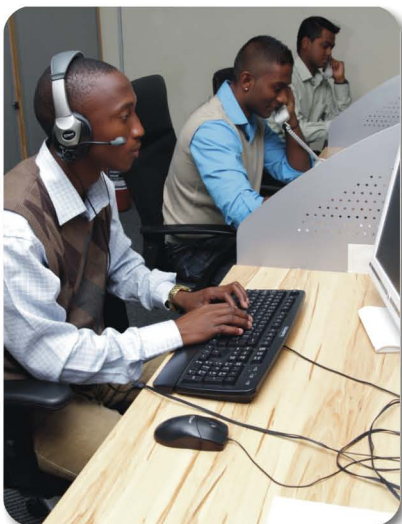
Information Required

Please provide the following information:

- Name and/or user ID;
- Contact number(s);
- E-mail address;
- Company and division;
- Product/system name;
- Complete description of the problem.

To ensure we provide you with the best possible service, we will record your

Priorities & Response Times		
Priority	Description	Response
1 Total System Failure	The entire system is down. Nobody can work.	1 hour
2 Partial System Failure	A part of the system is down. Some people can work.	2 hours
3 Component Failure	A system component has failed. Most people can work, but without the component the company stands a chance to lose money.	4 hours
4 Non-critical Failure	A non-critical failure. Most people will not even notice there's a problem. E.g. a user momentarily lost connection because a web server has restarted.	8 hours
5 Query/Single Person Problem/Cosmetic Change	A person has a query or is the only person affected. E.g. reset a password.	1 working day



personal details, e.g. e-mail and contact numbers, during your first call.

Operating Hours

Office hours

- Monday to Friday 08:00 to 16:45 (excluding public holidays).

After hours

- Monday to Friday 16:46 to 07:59
- From Friday 16:46 to Monday 07:59
- Public Holidays.

Escalation Procedure

- Call Enerweb Helpdesk to escalate the priority of the ticket; OR
- For issues that require management's attention, please call Hema Khandoo 011 800 5832 or 083 381 4040

If voicemail is reached, please provide us with the following:

- Your name and/or user ID;
- Contact number(s);
- Ticket number.

We will contact you as soon as possible.