



# Support and Escalation Guide

## 1. INTRODUCTION

Welcome to Vox!

We're committed to ensuring we provide you with the best possible service. In this document, you will find all the necessary information you will need to log and track your service requests, escalate your service incidents and to contact the correct service agent.

## 2. THE VOX SERVICE CENTRE FUNCTION

The Vox Service Centre (VSC) is the central hub of Vox's customer support operations.

Our products and services are measured in terms of stability, quality and customer experience.

Our primary function is to ensure efficient and effective resolution of customer queries.

## 3. HOURS AND LOCATION

The Technical Support team is available 24 hours a day, 365 days of the year.

Customer Service & General Queries teams are available from Monday to Friday 08:00

till 17:00 and on Saturdays and non-religious public holidays from 08:00 till 14:00

### **The Vox Service Centre is located at:**

Building 1, Regency Court

9 Pieter Street

Higveld Techno Park

Centurion

Pretoria

## 4. TECHNICAL SUPPORT

You have 4 options available to contact the Technical Support Teams.

**Call: 087 805 0530**

### **Option 2**

Fibre to the Home Support **Press 1**

Mail, Hosting & Cloud Support **Press 2**

Voice Support **Press 3**

ADSL, Wireless, LTE & Satellite Support **Press 3**

Fibre to the Business & Firewall Support **Press 4**

Email: [Support@voxtelecom.co.za](mailto:Support@voxtelecom.co.za)

Chat: <https://chat.vox.co.za/>

Vox App



## 5. GENERAL & ACCOUNTS RELATED QUERIES

For general billing related queries, you can contact the Customer Service Team on **0878050506** or send an email to [accounts@voxtelecom.co.za](mailto:accounts@voxtelecom.co.za)

Proof of Payments need to be sent to [payments@voxtelecom.co.za](mailto:payments@voxtelecom.co.za)

To change your account details, such as email address, contact number or address, you need to send a written request to [accounts@voxtelecom.co.za](mailto:accounts@voxtelecom.co.za)

To update your banking details, go to <https://portal.vox.co.za/vox/portal/login/login.jsp>

### Important Note:

Billing is done in advance. You will receive your Vox invoice and statement on the 25th of each month for the following month's services. Your first invoice will include your pro-rata charges from the date of service activation, until the end of the month. Your first invoice is payable immediately. A debit order will be collected 48 hours after the first invoice has been received. Thereafter, your debit order will be collected on the date you selected.

## 6. MOVING PREMISES?

If you have Fibre to the Home services, it is important to inform Vox one clear calendar month in advance for us to cancel the services at your current address. Fibre to the Home services are location bound, so the services cannot be moved from one premises to another. The current services need to be cancelled and new services need to be applied for.

## 7. CUSTOMER EXPERIENCE

If you would like to boast about the exceptional service you've received or would like to make suggestions on how we can improve your experience, you can do so by sending an email to the [Talk2us team](#).

### Complaints & Compliments

**0878050506**

[Talk2us@voxtelecom.co.za](mailto:Talk2us@voxtelecom.co.za)

## 8. SERVICE REQUESTS

A service request 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 Vox and its products or services.

Business Service requests

[support@voxtelecom.co.za](mailto:support@voxtelecom.co.za)

Consumer Service requests

[help@voxtelecom.co.za](mailto:help@voxtelecom.co.za)

When logging a service request, 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 and
- Any additional diagnostic information available in the form of screen dumps, files and trace routes

## 9. TRACKING A SERVICE REQUEST

Logging a service requests automatically create a ticket in our system with a unique reference number. Our reference numbers look like this **VOX12345678**

To query the status of your request, you can use the below request:

Service Quality

[help@voxtelecom.co.za](mailto:help@voxtelecom.co.za)

Consumer Service

[talk2us@voxtelecom.co.za](mailto:talk2us@voxtelecom.co.za)

[Speak2Vox@voxtelecom.co.za](mailto:Speak2Vox@voxtelecom.co.za)

[feedback@voxtelecom.co.za](mailto:feedback@voxtelecom.co.za)

**Important: Always quote your reference number when tracking your service request.**

## 10. NOTIFICATIONS AND SERVICE DISRUPTIONS

Our Monitoring and 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.

You can register for the Outage Notification via the Web Portal ([www.vox.co.za](http://www.vox.co.za)), on the Vox Mobile App or by following our Facebook Page (Vox Customer Service) and Twitter Page ([@VoxTalk2us](https://twitter.com/VoxTalk2us))

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.

## 11. CONTACT US

Fibre Corporate Sales: [087 805 5050](tel:0878055050)

Fibre to the Home Sales: [087 805 0990](tel:0878050990)

Technical Support:

[0878050530](tel:0878050530) Option 2

[support@voxtelecom.co.za](mailto:support@voxtelecom.co.za)

General Queries

[0878050530](tel:0878050530) Option 3

[accounts@voxtelecom.co.za](mailto:accounts@voxtelecom.co.za)

Sales & Upgrades

[0878050003](tel:0878050003)

[sales@voxtelecom.co.za](mailto:sales@voxtelecom.co.za)