

CUSTOMER SUPPORT & ESCALATION PROCESS

STANDARD SUPPORT PROCESS

Overview

Based on the ITIL Service Strategy, Echo International provides 24/7 support to ensure that Customer Support requests and service incidents are resolved on a prioritized basis. To ensure that the support process is carried out in the most expeditious and efficient manner, the support process is set out in this Customer Support & Escalation Process document.

When Technical or Operational assistance is required from Echo, the customer should first contact our 24/7 Client Services Helpdesk.

It is important to give the Client Support Engineer a good description of the problem and the 1st level troubleshooting steps undertaken by the local team. This is in a bid to help the Support Engineer understand, identify, and correct the issue as fast as possible.

Our Support Engineers are empowered to immediately escalate issues that cannot be resolved at the Client Services Helpdesk to whatever Engineering/Operations staff best equipped to resolve a particular issue.

Continuous Service and Process improvement is our focus!







CONTACT CHANNELS

Using our **Omni Channel Platform** through but not limited to Calls, Skype, Email or WhatsApp, we are able to deliver the same Client Experience across board to make it easier for our clients to reach us through their preferred **channel of choice**.







Kenya

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:

 <p>Telephonically: +254 111 034 500</p>	 <p>Email: support@echokenya.co.ke</p>	 <p>Skype Account: Echo Kenya</p>	 <p>WhatsApp: +254 786 619125</p>
--	--	---	--



Tanzania

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:			
			
<p>Telephonically: +255 746 985960</p>	<p>Email: support@EchoTanzania.co.tz</p>	<p>Skype Account: Echo Tanzania</p>	<p>WhatsApp: +255 754 446449</p>

Uganda

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:		
		
<p>Telephonically: +256 414 343969 +256 414 343780 +256 312 211200</p>	<p>Email: support@echouganda.co.ug</p>	<p>WhatsApp: +256 787 180059</p>

Zambia

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:	
	
<p>Telephonically: +260 211 431890</p>	<p>Email: support@echozambia.co.zm care@echozambia.co.zm</p>

MNB/Wholesale

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:



Telephonically:
+254 111 034500



Email:
mnbsupport@echotel.international



Skype Account:
[Echo International](#)

Ghana

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:



Telephonically:
+233 554081818
+233 203437794
+233 572249322



Email:
noc@echoghana.com.gh

Namibia

SUPPORT REQUESTS CAN BE INITIATED 24/7 BY ONE OF THE FOLLOWING MEANS:



Telephonically:
+264 855 400 500



Email:
support@EchoNamibia.com.na



Skype Account:
<live:ae489d985f6d2c1e>



WhatsApp:
+264 855 400 500

Escalation Matrix

The escalation matrix enables you to identify various levels of management within Echo who can be notified at the right time in the event of critical or high priority issues, irrespective of the business hours. These contact details are presented to ensure efficient and timeous resolution of issues. The escalation matrix is available 24/7.

Points to Remember

- Ensure you get a TROUBLE TICKET NUMBER as this confirms your problem has been logged into our system.
- Our Support team will give you an initial response within 20 minutes of reporting the incident.
- You will also receive subsequent updates within 2 hours of reporting the issue.
- In the event you do not receive subsequent feedback within the stipulated time, action as detailed below:

Kenya

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level Client Support Engineers (24/7/365)	Technical Support Team	Phone: +254 111 034 500 E-mail: support@EchoKenya.co.ke WhatsApp: +254 786 619125 Skype: Echo Kenya
4 - 6 HOURS	2 ND Level	Customer Support Team Leader	Victor Musili Mobile: +254 72 4109782 Email: Victor.Musili@echokenya.co.ke
6 - 8 HOURS	3 RD Level	Account Manager	As assigned
8 - 12 HOURS	4 TH Level	Head of Customer Service	Sammy Mutai Mobile: +254 73 7988419 E-mail: Sammy.Mutai@echokenya.co.ke
ABOVE 12 HOURS	5 TH Level	Managing Director COO - Kenya	Ken Munyi Mobile: +254 71 3601117 E-mail: Ken.Munyi@echotel.international Or Loren Bosch Mobile: +27 74 538 7202 – SA Mobile: +254 11 433 0670 - Kenya Email: loren.bosch@echotel.international

Tanzania

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level Client Support Engineers (24/7/365)	Technical Support Team	Phone: +255 746 985960 WhatsApp: +255 754 446449 E-mail: support@EchoTanzania.co.tz Skype: Echo Tanzania
4 - 6 HOURS	2 ND Level	Network and Project Management Engineer	Henry Mngano Cell Phone: +255 787 888865 Email: Henry.Mngano@Echotel.International
6 - 8 HOURS	3 RD Level	Head of Customer Service	Sammy Mutai Cell Phone: +254 737 988419 E-mail: Sammy.Mutai@Echotel.International
ABOVE 12 HOURS	4 TH Level	Managing Director	Aashiq Shariff Cell Phone: +255 784 602 770 E-mail: Aashiq.Shariff@EchoTanzania.co.tz

Uganda

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level	Support	WhatsApp: +256 787 180059 Phone: +256 414 343969 / 343780 +256 312 211200 Email: support@echouganda.co.ug
3 TO 10 HOURS	2 nd and 3 rd Level	Technical Operations Manager	Dorothie Birungi WhatsApp: +256 787 180059 Phone: +256 414 343969 +256 414 343780 +256 312 211200 Email: dorothie.birungi@echotel.international
ABOVE 12 HOURS	4 th Level	Managing Director	Godfrey Sserwamukoko Mobile: +256 781 492412 715 747 986 Email: godfrey.sserwamukoko@echotel.international

Zambia

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level	Technical Support	Vincent Zulu Phone: +260 211 431890 Mobile: +260 964 775002 Email: vincent.zulu@echozambia.co.zm support@echozambia.co.zm care@echozambia.co.zm
3 TO 6 HOURS	2 nd Level	Network Management	Davies Lungu Mobile: +260 965 748055 Email: davies.lungu@echozambia.co.zm
6 TO 8 HOURS	3 rd Level	Technical Manager	Chisenga Ntembwa Mobile: +260 969 775003 Email: chisenga.ntembwa@echozambia.co.zm
ABOVE 12 HOURS	4 th Level	Managing Director	Ulrich Lassen Mobile: +260 967 50055 Email: ulrich.lassen@echotel.international

MNB/Wholesale

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level Client Support Engineers (24/7/365)	Technical Support Team	Phone: +254 111 034 500 E-mail: mnbsupport@echotel.international Skype: Echo International
4 - 6 HOURS	2 ND Level	Customer Support Team Leader	Victor Musili Mobile: +254 724 109782 Email: Victor.Musili@echotel.international
6 - 8 HOURS	3 RD Level	Head of Customer Service	Sammy Mutai Mobile: +254 737 988419 Email: Sammy.Mutai@echotel.international
8 – 12 HOURS	4 TH Level	Business Development Director	Garth Heritage Mobile: +27 82 651 7779 E-mail: Garth@echotel.international

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
ABOVE 12 HOURS	5 TH LEVEL	Chief Operating Officer	Loren Bosch Mobile: +27 74 538 7202 – South Africa Mobile: +254 11 433 0670 - Kenya Email: Loren.Bosch@echotel.international

Ghana

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level	Support	Phone: +233 55 408 1818 +233 20 343 7794 +233 57 224 9322 Email: noc@echoghana.com.gh
3 TO 10 HOURS	2 nd and 3 rd Level	Technical Head	Edem McCauley Mobile: +233 27 719 3964 Email: Edem.McCauley@echoghana.com.gh
ABOVE 12 HOURS	4 th Level	Managing Director	Foster Plender Mobile: +233 27 718 7619 Email: foster.plender@echoghana.com.gh

Namibia

TIMEFRAME	ESCALATION LEVEL	FUNCTION	CONTACT
IMMEDIATE	1 st Level	Support	Phone & WhatsApp: +264 855 400 500 Email: support@EchoNamibia.com.na
3 TO 6 HOURS	2 nd Level	Network and Support Manager	Heinrich Bessinger Mobile: +264 852 361020 Email: heinrich.bessinger@EchoNamibia.com.na
6 TO 10 HOURS	3 rd Level	Chief Technical Officer	Christo Greeff Mobile: +264 812 782984 Email: christo.greeff@EchoNamibia.com.na
ABOVE 12 HOURS	4 th Level	Managing Director	Marc Gregan Mobile: +264 811 515555 Email: marc.gregan@EchoNamibia.com.na