

Customer Support Policy

Dashfibre will not be held liable for downtime resulting in customers unwilling to assist us in the troubleshooting process. Support of unsupported hardware is best effort. Technology is complex. We simplify getting your home connected. When things break, we need to work together to locate and resolve the issue. Failure to assist the support engineer collect the required information, may hinder us from resolving the issue. Help us, help you. :)

1. Support Tickets
 - a. All service faults need to be logged to support@dashfibre.co.za and a reference number issued before an engineer can assist
 - b. Tickets that have had no customer feedback in 24 hours will be assumed as resolved and closed. Simply reply to the email to reopen
2. Line Transfers & New installations
 - a. Customer will be contacted by the specialised onboarding team
3. Customer Offline
 - a. Basic troubleshooting
 - b. Fibre box and router lights picture(s)
 - c. System status picture(s)
 - d. Escalation from first line to second line
4. Slow speeds & WiFi issues
 - a. Screenshots of speed tests as per support protocol
 - b. Customer to run diagnostic tool to gather information
 - c. Issue closed or escalation from first line to second line
5. Support Escalations
 - a. In order for an escalation to be accepted, the support engineer will require a series of basic checks, screenshots and the diagnostic tool to have collected information
 - b. There may be instances whereby we require these steps to be repeated

Customer Support Matrix		
Support Level	Area of Support	Contact
First Line / Tier 1	Customer	support@dashfibre.co.za 010 900 1777 ext 2
Second Line / Tier 2	General Network	
Third Line / Tier 3	Core Network	

Service Level Agreement		Hours
	<p>The Vumatel FTTH packages do not have a punitive SLA as it is a best effort service.</p> <p>Vumatel does however endeavor to resolve incidents logged within 5 working days depending on the workload and level of complexity.</p> <p>No credits will be issued for downtime.</p>	<p>08:00 to 17:00 Mon - Fri (Excluding Public Holidays)</p>
	<p>The Frogfoot FTTH packages do not have a punitive SLA as it is a best effort service. No credits will be issued for downtime.</p>	<p>08:00 to 17:00 Mon - Fri (Excluding Public Holidays)</p>
	<p>Individual Faults (effects 1 customer) - 90% within 4 business days / 10% within 6 business days</p> <p>Major Faults (area outages) - Within 4 business days</p> <p>Metrofibre will only issue credit should the customer be down for a period of 19 days per year.</p>	<p>08:00 to 18:00 Mon - Fri (Excluding Public Holidays)</p>
	<p>Individual Faults (effects 1 customer) - Repaired within 26 business hours</p> <p>Major Faults (area outages) - Repaired within 18 business hours</p> <p>Requests for Credit for downtime will be addressed with Octotel on a case by case scenario dependent on period and severity.</p>	<p>09:00 to 17:00 Mon - Sat For individual faults only (Excluding Public Holidays)</p> <p>08:00 to 21:00 Mon - Sun For area outages only (Excluding Public Holidays)</p>
	<p>The Openserve FTTH packages do not have a punitive SLA as it is a best effort service. No credits will be issued for downtime.</p>	<p>08:00 to 17:00 Mon - Fri</p>