

## ORCA Escalation Matrix

There are various mechanisms to engage with our Orca Technical Support Desk.

Portal: <https://portal.orcatech.co.za/portal/login>

*(use your personal credentials, if you don't have drop support an email and they will reply with them)*

WhatsApp: Your specific Orca / company WhatsApp group

*(if we don't have one, create a group with the relevant staff from your side and 071 367 4471 for our support desk. please make our number an admin of the group so we can add the correct personnel from our side)*

Tel: **028 341 0383**

Email: [support@orcawireless.co.za](mailto:support@orcawireless.co.za)

Ideally, you'll first log a ticket via the portal. This generates a ticket number which can be used subsequently to ensure the correct issue, and history, is being addressed.

Your WhatsApp group is an effective way to raise visibility of a ticket as our support agents and managers are on the group and constantly keep an eye on them.

### Service Assurance Escalation Matrix

Should a service issue not be resolved or if satisfactory feedback is not given, please follow the escalation procedure outlined below.

| Technical Support Escalation Matrix                              |                 |                              |  |         |
|--|-----------------|------------------------------|--|---------|
| Time   | Name            | Contact                      | Email  | Level   |
| Immediate<br>Mon - Fri, 8:30 - 20:00<br>Sat & Sun - 8:30 - 16:30 | Support         | 071 367 4471                 | <a href="mailto:support@orcawireless.co.za">support@orcawireless.co.za</a>   | Level 1 |
| 1-hrs  | Johan           | 079 381 6918                 | <a href="mailto:johan@orcawireless.co.za">johan@orcawireless.co.za</a>   | Level 2 |
| 2-hrs  | Michiel         | 074 135 7935                 | <a href="mailto:michiel@orcawireless.co.za">michiel@orcawireless.co.za</a>   | Level 3 |
| 3-hrs  | Dee-jay or Paul | 063 223 6233<br>082 786 9776 | <a href="mailto:deejay@orcawireless.co.za">deejay@orcawireless.co.za</a><br><a href="mailto:paul@orcawireless.co.za">paul@orcawireless.co.za</a> | Level 4 |

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