



Here to Help.

Dear Valued Customer

Paratus provides the following tips to ensure that when logging a call with our dedicated 24/7 Customer Support team, the process is quick and simple.

FOR QUERIES

1



Email support.zm@paratus.africa

2



Call +260211 262698

3



24/7 Helpdesk +260965556489

Services are only available where Paratus has Network Coverage.
T's & C's Apply.

Visit paratus.africa/zambia for more information or contact:

Email our Sales Team
sales.zm@paratus.africa



PARATUS
Always Prepared

When requesting support via e-mail, kindly supply the below information, in your e-mail to help us identify the problem effectively and efficiently.

3.1 Email Subject: Company, Location and Problem.

3.2 Date and Time the problem started.

3.3 Describe the issue being experienced.

3.4 Provide the onsite contact name and contact number.

3.5 Please ensure each issue is sent in a new email with a unique subject to ensure our speedy response.

*Using the same description in every fault logged, will be rejected by our ticketing system.

Should a service issue not be addressed to your satisfaction or timeously, the issue can be escalated as per below escalation matrix.

Paratus 24/7 Customer Support Escalation Matrix

#1	Engineer on Duty	Help Desk	+260 21 1262 698 +260 96 555 6489	support.zm@paratus.africa
#2	Violet Nyakunzu	NOC Manager	+260 761 032 371	violet.nyakunzu@paratus.africa
#3	Neill Nortje	Operations Manager	+260 969 168 148	neill.nortje@paratus.africa
#4	Marius van Vuuren	Country Manager	+260 966 489 503	marius.vanvuuren@paratus.africa

Completion of the fault resolution process

The successful resolution of a fault is documented in the support request. Once this has been entered, the fault resolution process is complete. The resolution of the fault is reported to the customer.

The customer can enquire with the Customer Support Desk at any time regarding the status of a support request or provide feedback about the support request, quoting the support request number.