We're here to help
CALL LOGGING

Want to take the fastest route to resolve your query? Simply follow the most applicable call logging procedure from the columns below to speak to the right person from the get go.

CONSUMABLES CALLS

086 101 4832
(Press 1) consumables@itecgroup.co.za

The below information must be supplied in the event that a consumables call is logged with Itec service desk:

- **Device Name:** i.e. ITEC C300i
- Serial Number of the device
- Contact person
- Telephone number
- Current meter reading

SERVICE CALLS

086 101 4832
(Press 2) service@itecgroup.co.za

The below information must be supplied in the event that a service call is logged with Itec service desk:

- **Device Name:** i.e. ITEC C300i
- Serial Number of the device
- Contact person
- Telephone number
- Fault description

TELECOM CALLS

086 101 4832
(Press 3/4) csoc@itecgroup.co.za

The below information must be supplied in the event of a PBX, Connectivity or Voice query:

- **Onsite equipment** i.e. Mitel, Samsung
- Contact person
- Telephone number
- Fault description

ESCALATION PROCEDURE

011 236 2000

LEVEL 1
Refer to Service / Consumables / Telecoms calls

LEVEL 2
Printer or Consumables
avante.samputh@itecgroup.co.za
Telecommunications
abigail.salsoni@itecgroup.co.za
shaun.vanJaarsveld@itecgroup.co.za

LEVEL 3
pieter.mocke @itecgroup.co.za 011 236 2059

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