



**Zomerlust  
Systems  
Design**

(CK1997/001363/23) trading as ZSD

Unit D11,  
Clareview Business Park  
236 Lansdowne Rd

info@zsd.co.za  
http://www.zsd.co.za

P.O. Box 46827  
Glosderry, 7702  
South Africa

+27-21-683-1388  
+27-21-674-1106

## **ZSD Complaints Procedure**

In the event that you are experiencing problems with ZSD services, please follow this process in order to get your problems resolved efficiently.

### **Step 1: Contact our support desk.**

#### **Support Desk:**

By email: [support@zsd.co.za](mailto:support@zsd.co.za)  
By phone, during office hours: 021-683-1388  
By fax: 021-674-1106

Note, we do not operate a “call queuing” system. Thus if we cannot attend to your call immediately, you will get a busy/engaged signal. There may be certain times of the day on some days of the week when we experience a high call load. If you have trouble getting through, please try again in 30 minutes time. You can also send an e-mail or a fax and ask us to call you back.

If you require additional services, information or changes to your account, our support staff will normally request that you put this in writing in the form of an e-mail or a fax. Thus it may be convenient to send an e-mail before you call us. Then we can confirm receipt of you e-mail and action your request without further delay.

Please note that sending e-mail directly to any member of our staff, or calling them directly on their cell phones, may result in a slower service than calling the above contact details as that individual may not be immediately available to attend to your request.

Some requests may take a number of days, or even weeks to complete. Especially when we rely on the services and/or co-operation of outside parties. You will be informed of the status of your request. Our staff may give you an estimate of how long your request will take, but often we are not in a position to give guaranteed times.

For example, if your ADSL line is faulty, we can:

- Advise you to log a fault with Telkom.
- If the line was contracted through ZSD, we can log the fault for you.
- If we logged a fault and if it has not be repaired after a period of time, we can escalate the fault, as per Telkom's procedures.

However we cannot fix the line for you, nor can we take responsibility if Telkom take an inconveniently long time to attend to the problem.

If you experience network or server related problem after hours you may report this as follows:

**After Hours Server and Network Fault Reports:**

SMS or Voice mail: 079-763-1342

Note we do not provide a full support service after hours, but we will investigate network and server faults that are brought to our attention. When we become aware of a network or server fault, our priority is to rectify the problem. We also have limited staff available over weekends. Thus we may not be in a position to acknowledge or respond to every report we receive on this service. However you are welcome to follow up with a call to our support desk on the next business day.

**Step 2: After one business day. Follow-up.**

If you have not received a reply to an e-mail or fax sent to our support desk after one business day, please follow up. We are human, we may have overlooked your request, or the person dealing with it may have experienced a problem or a delay.

**Step 3: After two business days. Follow-up and escalate.**

In the event that you have still not got a reply after 2 business days, please follow up again. Let us know that you have been waiting as this situation should not happen. Let our support staff know that you would like the problem to be “escalated”. This explicitly expresses your requirement for the situation to be referred to a more senior person to review the request and ZSD's response (or lack or response) to date.

**Step 4: After three business days. Lodge a formal complaint.**

If at this stage, one of the following applies. You:

- Have not received an acknowledgement to your request.
- You have received a final response but you are not satisfied with that response..
- Have been waiting a long period for your request to be completed and you are not satisfied with the explanation provided for the delay.

Then you can lay a formal complaint as follows:

By e-mail: [complaints@zsd.co.za](mailto:complaints@zsd.co.za)

By Fax: 021-674-1106

Please state in the subject line, or fax heading that you wish to lodge a formal complaint. ZSD will then undertake to:

- Confirm receipt of your complaint within 3 business days.
- Assign a formal complaint reference to your query.

- Provide a formal and final response to the request within 14 business days.

**Step 5: Refer your complaint to an external party.**

If you have still not received satisfaction after the above steps, you may refer your complaint to an external party. You have two choices:

- 1) ZSD is a member of the Internet Service Providers Association of South Africa. ([ISPA](#)). We are a signatory to their [code of conduct](#). If you believe that we are in breach of that code of conduct, you may raise a [formal complaint](#) as per the procedure outlined on their web page.
- 2) ZSD holds ECS and ECNS licences issued by The Independent Communications Authority of South Africa ([ICASA](#)). If you believe that we are in breach of the terms of our licences, you may lodge a complaint with ICASA as per the procedure on their website.