



OUR SERVICE DELIVERY CHARTER

- FantaBella is committed to professionalism, courtesy, and excellence in our service delivery. The escalation of all service delivery charter items shall be processed as per the in-house escalation matrix.
- In case we need to contact you on behalf of your organization or entity, we shall always use the provided necessary conversational piece on file. To contact us, you may utilize any of the following methods, in order of priority;
 - 1. ONLINE TICKETING SYSTEM**
 - Available at: <https://helpdesk.fantabella.com>
 - Here on this system you may lodge any issues, enquiries or feedback items that you need to.
 - 2. EMAIL SUPPORT**
 - Sales Support: sales@fantabella.com
 - Customer Support & Other Enquiries: hello@fantabella.com
 - Billing Enquiries: billing@fantabella.com
 - 3. CALL CENTER**
 - Available on call at: **+1 (249) 80-BELLA or +254 20-389-3220**
 - If you have your account manager’s direct extension, you may reach them directly.

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE (SLA)
Sales and Consultation	Support Ticket Request, Email, or Call	FREE	Immediate (below 12 HRS)
Customer Support, Enquiries	Support Ticket Request, Email, or Call	FREE	Immediate (below 12 HRS)
Outage or Incident Resolution	Description of Duty (DOD) or Incident Policy	FREE	Within 2-8 HRS
Quotation, Pricing Plans, Fees	Request for Quotation (RFQ)	FREE	Within 24 HRS
User Training and System Orientation	An active Client Account, with valid status	FREE	24/5 (Mon-Fri)
Provision of Services to all Clients as per policy	An active Client Account, with valid status	FREE	24/7 (Mon-Sun)
Security of technology infrastructure and systems	An active Client Account, with valid status	FREE	24/7 (Mon-Sun)