



# GLOBAL 24/7 TECHNICAL SUPPORT

Five dedicated channels of support

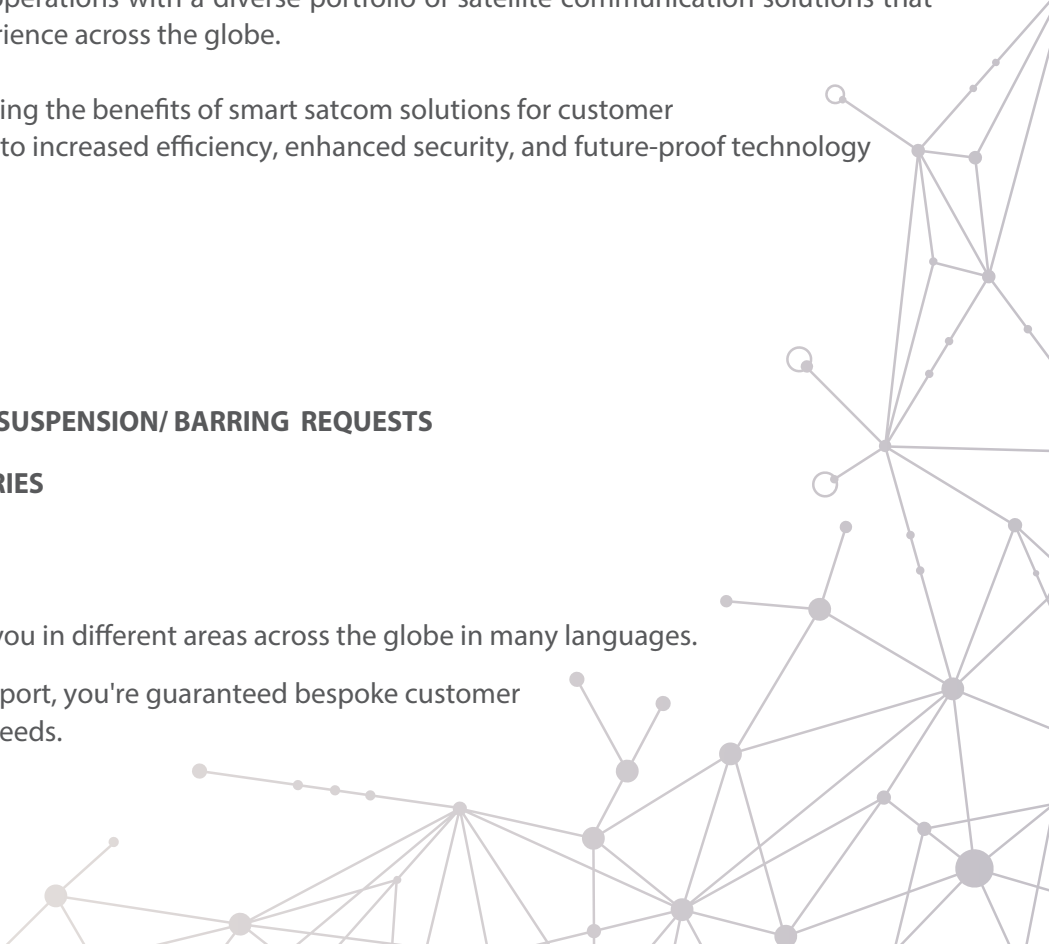
IEC Telecom empowers business operations with a diverse portfolio of satellite communication solutions that offer a seamless connectivity experience across the globe.

Our team is committed to maximizing the benefits of smart satcom solutions for customer operations and translating them into increased efficiency, enhanced security, and future-proof technology

- **TECHNICAL SUPPORT**
- **EQUIPMENT QUERIES**
- **AIRTIME QUERIES**
- **ACTIVATION/DE-ACTIVATION/ SUSPENSION/ BARRING REQUESTS**
- **PLANNED MAINTENANCE QUERIES**
- **UNPLANNED OUTAGE QUERIES**

Our 24/7 support team can assist you in different areas across the globe in many languages.

With five channels of technical support, you're guaranteed bespoke customer service to best suit your business needs.





## EMAIL SUPPORT

### STANDARD EMAIL SUPPORT – [support-global@iec-telecom.com](mailto:support-global@iec-telecom.com)

Available from 9am to 6pm (CET time), Monday to Friday.

When you send an email to the above address, a ticket is automatically created and updated.

Your Account Manager is automatically added to the request when you write from your corporate email address.

### PREMIUM EMAIL SUPPORT – upon request and accreditation

A new email raises a ticket and updates are added to it automatically when you write in from your corporate email address.

Automatic reminders are also generated. Notifications are sent to all the involved parties as per the SLA contract.



## GLOBAL 24/7 HOTLINE

Upon emergency and customer accreditation, you can call your Account Manager to find out more about this service.

Middle East: +971 (0)4 55 86 497

Europe: +33 (0) 1 70363232



## IEC WHATSAPP BUSINESS

No matter where you do business, you can request technical advice or solve signal problems via the interactive chat. This channel is a useful and cost-effective way to get qualified help regardless of your deployed condition or location.

WhatsApp Number: +971 50 242 42 38



## ONLINE TICKETING

You can access this channel via the Technical Support page on the IEC Telecom website or follow directly at [ticketing.iec-telecom.com](https://ticketing.iec-telecom.com).

### TRY OUT OUR TICKETING

- **Standard SLA\***: Customer tickets are processed between 9am to 6pm (CET time), Monday to Friday.
- **Premium SLA**: Tickets are processed 24/7 for all customers under this specific contract - ask for it!

\*Service Level Agreement



## DOWNLOAD CENTER

You can access a wide library of resources, including installation manuals, user guides, software updates, and more. All resources are conveniently stored at an online Download Center, accessible via the IEC Telecom website.

