

eTransport Fault Log-in Procedure

E- Transport Fault Log -in Procedure

Please follow below procedures: -

1. When a major equipment fault is detected, please do not try to fix any fault, this may void the warranty or the service agreement.
2. For major faults, complete an eTransport Fault Log-in Form
 - Email the eTransport Fault Log-in Form to customer.care@datec.com.fj
 - The Datec Customer Care team will issue a ticket number to your stated email address which will be used to track progress.
3. A dedicated engineer will be assigned to your call and will fix the faulty eTransport equipment within 1- 3 turnaround working days.
4. A confirmation email will be sent by Datec helpdesk once the equipment is ready for collection.

Escalation Matrix

Datec Point of Contact:

- a) Primary point of contact for Datec (Fiji) Pte Limited is the Datec Customer Care Team.
- b) Secondary point of contact may be engaged once a service call with the helpdesk has been lodged
Alternate point of contact is the team leader.
- c) The Final escalation level is the Technical Support Manager – Network Services and the Head of ICT Services

First Level Escalation	
Datec Helpdesk/Customer Care helpdesk@datec.com.fj 679 3304239	
Second Level Escalation	
Ashneel Narayan Team Leader - IOT Solutions 8905819 ashneeln@datec.com.fj	
Final Level Escalation	
Alywin Singh Technical Support Manager – Network Services alywins@datec.com.fj 999 5714	Ronald Sharma Head of ICT Services ronald.sharma@datec.com.fj 9995791

Disclaimer: “Please refrain from changing Bus Validators (BVs) from one bus to another. In doing so, the warrantee will be void and Datec nor Vodafone will hold no accountability for any loss of data.”