

ESCALATION PROCEDURES

All calls should be raised via the support portal or by phoning the service desk. Additional information and/or screenshots can be emailed to support or attached to the web based support system directly. Progress of requests can be seen via the web based support portal.



CONTACT US

Call us for 24/7 support on **020 7148 5001**
Email us for 24/7 support on **support@nasstar.com**

Support System Portal: www.nasstar.com - select support tab at the top right hand side of the site, please refer to your support system user manual for instructions on how to use the system

Progress on an call

If you are phoning for progress on an existing call, please contact the support engineer assigned to your call on **020 7148 5001**.

Engineer unavailable

In the event of the engineer being unavailable or your request not being progressed in line with your expectations, please contact the Incident Manager, **Bryan Jones**, on **020 7148 5001** or **incident.manager@nasstar.com**.

Escalate an issue

If you wish to escalate an issue or discuss the service that you have received, please contact our Service Desk Manager, **Ben Topping** on **020 7148 5001** or **escalations@nasstar.com**.

In the unlikely event of the Incident Manager and Service Desk Manager being unavailable, or if you still feel that your call is not being dealt with appropriately, then please contact our Head of Service Desk, **Aaron Moore** on **020 7148 5001** or **aaron.moore@nasstar.com**.