

8919

The Unique 24/7 fault reporting Hotline dedicated for Enterprise customers



mauritius
telecom

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8919 - your unique 24/7 Fault Reporting Hotline

Business customers can report faults on any of their MT Services to our Unique 24/7 Fault Reporting Hotline, 8919.

You will then be prompted to select the Service for which you need assistance and directed to our agents dedicated to specific services.

Press 1 for analog lines and broadband

- Fixed Voice Quality – International Voice and Fax
- Premium Mail
- Wi-Fi Hotspots
- Business Broadband
- My.T Business

Press 2 for mobile services

- Postpay and Prepay
- Mobile Voice and Data Quality
- Roaming
- Mobile coverage issues (outdoor or indoor)

Press 3 for enterprise solutions and products

- Enterprise Solutions - ISDN Services, WAN VPN, WAN VPLS, EVLL, IPLC, GMPLS, M2M Services
- Global IP Solutions – Global IP Premium, Global IP
- Cloud Solutions – Colocation, Domain names, Hosted Exchange Mail, IaaS, PaaS, SaaS
- Enterprise Products – PABX, Routers, Switches and Security Appliances, GSM Gateway, Audio & Video Conference

You will be provided with a Trouble Ticket number to track the fault clearing status with the Hotline.

Once a fault has been logged, the incident will be processed by our Service Management Centre according to the Service Level Agreement (SLA) for the affected service.

Kindly contact your dedicated Accounts Manager to know more on our Advanced SLA Options for back up solutions or for faster site repairs on a 24/7 basis.



Contact us

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website www.mauritiustelecom.com