

Complaints procedure policy

All complains must be reported in writing to the following emails addresses

All hours: including public holidays

Support Queries: support@prin.co.za

Account Queries: accounts@prin.co.za

Contract queries: legal@prin.co.za

Upgrades/downgrades: admin@prin.co.za

Tel office hours: 087 809 1674 Mon – Friday 08H00-17H00 (excluding public holidays)

While we only work office hours the Technical team will attempt to resolve all technical issues on our network within 24 hours.

All other issues will be resolved or attended to within 48 hours (excluding weekends and gazetted public holidays)

Please report any issues to the support email and a technician will tend to the problem as soon as possible.