



Welcome to First BIT

We are here to help



## The procedure and terms of Hotline support:

1. Please submit your request to

 [hotline@firstbit.ae](mailto:hotline@firstbit.ae)

2. Based on your request a support ticket will be created

3. Hotline working hours: Mon-Fri 9:00 - 18:00 Dubai time on business days

4. Consultant is assigned to your request and starts dealing with solution within 45 minutes

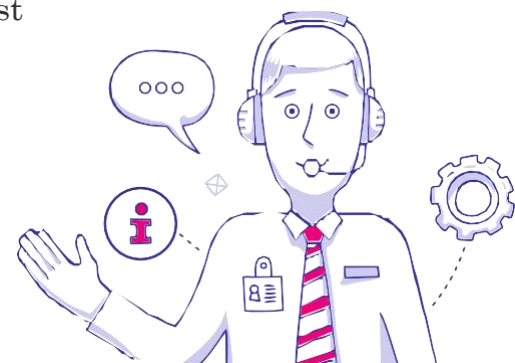
5. Hotline specialists provide the services included in your Support plan

If immediate assistance is required, you can also call your account manager,  
tel.: +97148239600

6. Please create separate ticket for each issue

7. In the lack of your reaction to the proposed Hotline solution or an additional information request within 2 (two) business days, the request may be considered irrelevant and ticket can be closed by our consultants

8. After closing the request, the User can restart consultation within 2 days



9. After your ticket is solved you will receive a confirmation email with the “closed” status of your request. Also, in this email you will have a chance to rate how happy you are with the support provided on a 1 to 10 scale

1	2	3	4	5	6	7	8	9	10
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Very happy (10-9), Happy (8), Average (7-5), Somewhat unhappy (4-3), Very unhappy (2-1)

10. Please note that the request to add an additional user to the Support plan is accepted only from the Customer Administrator, requests from unregistered users are not log by the Hotline system. The Hotline does not provide user training, we highly recommend that each User who will be added to the Hotline service system get trained before starting working with the software (to organize training, please contact your account manager)

11. To change the Customer Administrator, please contact your account manager.

## For feedback and suggestions:

We welcome feedback, ideas and general comments:

✉ [feedback@firstbit.ae](mailto:feedback@firstbit.ae)

Your feedback is highly appreciated and will help us to serve you better



## Committed to Quality

Quality assurance monitoring is conducted every quarter

**firstBit**

