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# Technical Support Information

v1.0

ICE Arabia for Training (Saudi Arabia)

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At ICE Arabia for Training ("ICE"), we are committed to ensuring that all our beneficiaries receive prompt and efficient technical support across all categories. We provide multiple channels to ensure that inquiries, complaints, or technical problems that may hinder the continuation of the educational or training process are addressed effectively.

## **Technical Support Channels**

- **Email:** student@icecampus.com
- **WhatsApp:** +966 53 738 5270

## **Services Covered by Technical Support**

Our technical support services assist with:

- Access issues to the learning management system (LMS) or training platforms
- Course enrollment and navigation problems
- Troubleshooting system errors and technical bugs
- Responding to technical inquiries regarding e-learning resources
- Support with account and login credentials
- Assistance with multimedia and interactive learning tools

## Complaints and Suggestions Handling

- Complaints and suggestions regarding technical support can be submitted via phone or email.
- Each case will be logged and tracked to ensure a timely and appropriate resolution.
- An acknowledgment of receipt will be sent to the beneficiary within the expected response time.
- If an issue requires escalation, it will be forwarded internally to a higher-level support team for urgent resolution.

## Working Hours

- **Monday to Thursday:** 11:00 AM to 6:00 PM
- **Friday:** 11:00 AM to 4:30 PM
- (Closed on Saturday and Sunday)

## Expected Response Time

- **Initial response** to inquiries and complaints will be provided within **48 hours** during working days.

## Escalation Procedure

- If a response is not received within **48 hours** during working days, beneficiaries can request escalation by replying to the original email or calling the provided telephone number.
- Escalated issues will be prioritized and resolved within an additional **12 hours**.