



# Operations Communications Plan (OCP)

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**West Telecom Services NOC**

**January 4, 2019**

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Document Version 6.3 DGL

# TELECOM SERVICES

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09/08/15	Validated Escalation list contact numbers
12/07/15	Updated West Telecom Services logo
01/21/16	Updated email addresses
01/25/16	Adding IP Test and Turn-up Procedure
02/19/16	Adding Customer Fault Management Portal Procedure
01/12/17	Minor cosmetic edits
05/21/18	Updated the Portal description
05/22/18	Updated CALEA emergency contacts
12/31/18	Updated Escalation List contact names and numbers
01/03/19	Validated CALEA emergency contacts

### Contacting West Telecom Services Headquarters

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#### Network Operations Center

International Clients: 1.469.528.4058

Network Operations Center: 🇺🇸18669051735 🇺🇸18669051736

Network IP Activation Support: 🇺🇸18666781143

Network TDM Activation Support: 🇺🇸18669206946

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## 1. Introduction

### 1.1 Purpose

- 1.1.1 The purpose of this document is to define the working relationship, communications channels, and support processes between West Telecom Services, LLC (“Telecom Services”) and Customer with respect to the services referenced in this document.
- 1.1.2 Throughout this document Telecom Services and Customer may be referred to collectively as the “Parties.”

### 1.2 About This Document

- 1.2.1 This **OCP** is to be used as the basis for communicating between the Parties’ network operations centers for all service-affecting network events.
- 1.2.2 This **OCP** is a living document and shall be mutually reviewed in an agreed upon timeframe between the Parties to ensure all sections remain valid and effective. The Customer and Telecom Services NOC are responsible to organize such reviews and coordinate required systems upgrades, methods and procedures, technology changes, and obtaining approval from the respective impacted organizations.
- 1.2.3 The **OCP** will detail the roles and responsibilities of the Parties’ network operations centers (NOCs) in support of their respective networks and the services provided by Telecom Services. The plan will include the following:
- Network management responsibilities
  - Change Management Procedures
  - Fault/Trouble Handling Procedures
  - Services Severity Matrix
  - Technical and managerial contacts and escalation information
- 1.2.4 Proposed changes will be executed upon mutual agreement by process owners and must be approved by executive sponsors, following standard change management process and procedure.

### 1.3 Audience

- 1.3.1 This **OCP** is written for the Telecom Services and Customer Network Operations Centers and associated personnel.

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## 2. Telecom Services Support

### 2.1 Telecom Services Network Operations Centers

2.1.1 Telecom Services will support Customer through its Network Operations Center (NOC).

2.1.2 The Telecom Services NOC is a 24x7x365 operation.

### 2.2 Telecom Services NOC Responsibilities

2.2.1 The Telecom Services NOC serves as the single point of contact (SPOC) for the Customer NOC for all network outages and service-affecting events and all contact for these situations between Telecom Services and Customer must be channeled through the Telecom Services NOC. **Please note: all moves, adds, and changes to your service must go through your Telecom Services Sales Director.**

2.2.2 The Telecom Services NOC provides:

- Monitoring and surveillance services for systems, network elements, and infrastructure used to deliver services to Telecom Services customers
- Repair status communication to the Customer NOC according with established timeframes
- Incidents' fault isolation and Level 1 troubleshooting
- Fix Agent identification and management
- Technical, managerial and informational escalation management
- Verification of service restoration with the Customer NOC
- Planned Maintenance notification and management.

### 2.3 NOC to NOC Communications

2.3.1 Telecom Services expects Customer NOC personnel to communicate with the Telecom Services NOC via telephone and/or email.

2.3.2 **Via Telephone:** 866-905-1735 or 866-905-1736  
(DID: 469-528-4058)

2.3.3 **Via Email:** TelecomNOC@west.com

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## 2.4 Telecom Services NOC Contacts

Detailed Telecom Services contact information can be found in Appendix A-1

## 3. Customer Support

### 3.1 Customer Network Operations Centers

- 3.1.1 Telecom Services prefers a single point-of-contact (SPOC) for the Customer, preferably the Customer's Network Operation Center, for designated Telecom Services personnel to report service-impacting issues. Telecom Services should be able to reach the specified SPOC via telephone or email twenty-four hours a day, seven days a week, inclusive of holidays.
- 3.1.2 Customer will interface with Telecom Services through its Network Operations Control center (NOC) which can be reached 24 hours a day, 7 days a week.

### 3.2 Customer NOC Responsibilities

- 3.2.1 Customer's NOC will serve as the central point of contact for Telecom Services NOC personnel.

## 4. Test Assistance

### 4.1 Facility Test and Testing only

- 4.1.1 End-to-end testing of the services between Customer locations, including any off net locations, may be required after acceptance of the services.
- 4.1.2 The Parties are expected to participate in the end-to-end testing of this service being provided to ensure it is functioning correctly.
- 4.1.3 Customer must have the circuit tracking number (CTN) or, trunk work order number (TWO) available at the time of testing.
- 4.1.4 Please note: all moves, adds, and changes to your service must go through your Telecom Services Sales Director.



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Telecom Services Facility Test and Turn – Up Engineers				Support Level
Primary Contact – (Monday through Friday 08:00 – 17:00 central time)				
Normal Work Days	Facility Test & Turn-up Engineers	866-920-6946		ALL
To set up off Hours Testing		866-920-6946		
Select an Engineer or Press 4 for the next available Test and Turn-up Engineer. This system will cycle twice as a default, when no Engineer is selected, it will disconnect.				

## 4.2 IP Test and Testing only

4.2.1 Please see Appendix – A-3 for process flow.

4.2.2 Telecom Services offers customers access to traditional termination services using IP connectivity and transactions based on the Session Initiation Protocol (SIP - RFC 3261). The Telecom Services SIP gateway application is a tandem implementation of the SIP protocol; that will accept and respond with the SIP methods/messages.

4.2.3 Security Method: Telecom Services provides IP addresses for SIP access. These IP addresses are protected externally by access lists that limit the IP addresses that have access to it. The Session Boarder Controller function further limits the flow of packets to and from trusted IP addresses via industry standard methods.

4.2.4 Call Signaling: Telecom Services uses UDP on port number 5060.

4.2.5 Use of RFC 4028: Session Timers: Telecom Services periodically refreshes SIP sessions by sending repeated INVITE requests. The repeated INVITE requests, or re-INVITEs, are sent during an active call leg to determine the status of a session.

4.2.6 Route advance: Telecom Services maps ISUP Release Causes into SIP Response Codes such as release to 503 or 404 to allow customers for route advance ( applies for termination products: HDVT, TRS, WTS). Telecom Services conforms to RFC 3398 ISUP-SIP cause code mapping by default.

4.2.7 CODEC/Media guidelines: Telecom Services by default any of the CODEC's below:

- G.711 PCMU
- G.711 PCMA
- G.726
- G.729 (20 ms)

4.2.8 DTMF guidelines: Telecom Services prefers RFC 2833 for DTMF. Optionally, in-band G.711 pass-thru for DTMF digits can also be configured.

4.2.9 Facsimile (FAX) transmission guidelines: Telecom Services supports T.38 fax. G.711, non-compressed pass-thru is preferred, however.

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4.2.10 SIP signaling gateways: Typically there will be at least two SIP gateways active within the Telephone network under normal circumstances (subject change at any time). Each will be reachable via a distinct IP address. Customer will provide call volume to accurately determine number of SIP gateways required.

4.2.11 Please note: all moves, adds, and changes to your service must go through your Telecom Services Sales Director.

Telecom Services IP Test and Turn – Up Engineers				Support Level
Primary Contact – (Monday through Friday 08:00 – 17:00 central time)				
Normal Work Days	IP Test & Turn-up Engineers	866-678-1143		ALL
To set up off Hours Testing		866-678-1143		

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### 5. Trouble Reporting Standards

For the purposes of prioritization, Customer trouble tickets are assigned a priority, ranging from 1 to 4 based on the type of problem (see table below.)

#### Event Severity

	Critical function	Important	Non-critical	Maintenance
	Priority 1	Priority 2	Priority 3	Priority 4
Severity	Level 3	Level 2	Level 1	SD Request
	Site/services down for all customers.	Site/services impaired for all end users, OR down for some end users.	Site/services impaired, but end users not impacted due to alternate routes. Jeopardy in three days.	Requests for research or information. Goes into jeopardy five days after creation or event.
<b>Symptoms</b>	More than one DS3 down on a single switch or one DS3 down on multiple switches.	One entire DS3 or equivalent		
<b>NOC Actions</b>	Contact duty manager within 15 minutes, regardless of hour.  Escalate to duty director within 3 hours if not resolved.  Contact SVP within 5 hours if not resolved	Contact duty manager within 15 minutes, regardless of hour.  Escalate to Operations Manager within 2 hours; Director within 4 hours if not resolved.  Contact SVP within 6 hours if not resolved	Open ticket;  Contact duty manager during normal working hour (6:00 AM to 6:00 PM CST);	
<b>Customers Informed</b>	Contact all customers if not resolved within two hours.	Contact customers if not resolved within four hours	Respond to customer complaints	N/A
<b>Customers Updated with Status</b>	Hourly; Monitor customer bridges if requested	Every four hours during working hours and as requested after hours.	Not less than daily	N/A
<b>MTTR</b>	4 hours	24 hours	72 hours (3 Business days)	120 hours (5 Business days)

- All impacting issues will be recorded as an Incident
- All maintenance requests will be recorded as an Request
- An audio/IUM bridge will be opened for all Priority1 and Priority 2's
- All tickets handled will be worked in accordance with Telecom Services's Incident Management Policies/Procedures as outlined in this document.

## 6. Trouble Reporting

### 6.1 General

- 6.1.1 Telecom Services and Customer are independently responsible for problem isolation, triage and troubleshooting within their respective network infrastructures.
- 6.1.2 Telecom Services and Customer agree to work cooperatively with any and all other Parties with operational or technical issues that warrant such action.
- 6.1.3 The Customer NOC(s) will be expected to contact the Telecom Services NOC to report any Customer network outages or service-affecting events, or request assistance with troubleshooting a Customer circuit or service.
- 6.1.4 Unless otherwise provided herein, all communications between the Customer NOC and the Telecom Services NOC will be conducted via telephone, email and/or Portal (see Section 6.2).
- 6.1.5 The Customer will be required to provide all appropriate information when reporting an issue to Telecom Services NOC representative, via phone, email and/or Portal; the absence of needed information will add unnecessary delay in opening the ticket and providing resolution. (Refer to Appendix A-4).

### 6.2 Customer Reporting to Telecom Services

When there appears to be an outage to your service or degradation in network performance, follow these steps to report the incident. Telecom Services can be contacted in the Network Operations Control center (NOC) which can be reached 24 hours a day, 7 days a week.

Please provide answers for the NOC Representative for the Questions outlined in Appendix – A-4.

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### **6.2.1 For Calls:**

The Customer will be expected to provide the following information when reporting an issue to Telecom Services; following these steps will ensure the fastest resolution to service issues.

1. Contact the Telecom Services NOC at 866-905-1735 or 866-905-1736 to report the situation.
2. The NOC Representative requests the details of the situation, including as example:
  - Trunk Group/Session affected
  - Symptom (dead air, unable to complete call, SIP message, etc.)
  - IP address sending to (which H3 Gateway) and IP address sending from
  - Calling Party Number and Called Party Number
  - Date and Time and Time Zone of call
  - Market/s affected
  - Call back number
3. The NOC Representative determines whether a ticket already exists for the specific situation, or if a new ticket should be opened for tracking and reporting purposes. In either case the ticket number is provided for future reference.
4. The NOC Representative evaluates the situation and directs the ticket to repair operations for resolution.
5. If you feel that the resolution for Priority 1 and Priority 2 tickets is not to your satisfaction, please escalate the problem, using the Contact Information and Escalation Numbers that follow.

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## **6.2.2 for Emails:**

The Customer will be expected to provide the following information when reporting an issue to Telecom Services; following these steps will ensure the fastest resolution to service issues.

1. Contact the Telecom Services NOC at [TelecomNOC@west.com](mailto:TelecomNOC@west.com) to submit the situation.
  - Please provide answers for the following Questions, as an example, for the NOC Representative:
    1. What number is being dialed?
    2. What is the originating number?
    3. Who is the technical point of contact for this issue?
    4. What IP addresses or Origination & Destination Point Codes (OPC/DPC) are you sending from and to?
    5. What message is being received? (Make sure that you get the trailer at the end of the message)
    6. What are the date, time, and time zone of the call failure?
2. The NOC Representative determines whether a ticket already exists for the specific situation, or if a new ticket should be opened for tracking and reporting purposes. In either case the ticket number is provided for future reference.
3. The NOC Representative evaluates the situation and directs the ticket to repair operations for resolution.
4. If you feel that the reported resolution for Priority 1 and Priority 2 tickets is not to your satisfaction, please escalate the problem, using the Contact Information and Escalation Numbers that follow.

## **6.2.3 for Portal: (Recommended Process)**

As part of West Telecom Services commitment to improve the Customer experience, we have launched the Customer Fault Management (FM) NOC Portal. Utilizing the Customer FM NOC Portal will allow our Customers the ability to create, view, and annotate their trouble tickets in real time.

Telecom Services's Customers will benefit from using the FM NOC Portal by:

- Having instant insight into the status of open/closed trouble tickets.
- Ability to open a ticket directly through the FM NOC Portal
- Faster response times in resolving incident issues.

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The Customer will be expected to provide the following information when reporting an issue to Telecom Services; following these steps will ensure the fastest resolution to service issues.

1. Access the Telecom Services FM NOC Portal at URL <https://convergeonesi.service-now.com/customercenter> to submit the situation.
  - Please provide answers for the following Questions, as an example, to generate a ticket:
    1. What number is being dialed?
    2. What is the originating number?
    3. Who is the technical point of contact for this issue?
    4. What IP addresses or Origination & Destination Point Codes (OPC/DPC) are you sending from and to?
    5. What message is being received? (Make sure that you get the trailer at the end of the message)
    6. What are the date, time, and time zone of the call failure?
2. The NOC Representative determines whether a ticket already exists for the specific situation, or if a new ticket should be opened for tracking and reporting purposes. In either case the ticket number is provided for future reference.
3. The NOC Representative evaluates the situation and directs the ticket to repair operations for resolution.
4. If you feel that the reported resolution for Priority 3 and Priority 4 tickets is not to your satisfaction, please escalate the problem, using the Contact Information and Escalation Numbers that follow in Appendix A-1 – Telecom Services Contacts.

Click <https://www.west.com/l/fault-management-portal-access-request/> to request access credentials for the Fault Management Portal.

Please note: For a demo and login credentials, please go through your respective Telecom Services Sales Director.

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## 7.0 Network Maintenance/Change Management

### 7.1 Telecom Services

#### 7.1.1 Maintenance Windows

All Telecom Services routine maintenance will be conducted during established maintenance window(s). Currently, the Telecom Services standard network maintenance window is: 12:01 AM to 6:00 AM (local time) Monday – Sunday.

**Note:** While the specified maintenance window is six hours, maintenance may not require the use of this entire window.

**Note:** Maintenance may be restricted during holiday periods including Thanksgiving, Christmas, and New Year.

#### 7.1.2 Maintenance/Change Types

Maintenance is work that must be performed for the Telecom Services network and services to continue operating effectively. Maintenance is organized into three general types of work:

- Standard Maintenance
- Emergency Maintenance
- Routine Maintenance

**Standard Maintenance** is any planned or predictable need to make a change to the current state of the Network, Systems, Voice, Video, Commercial, or Plant infrastructures serving Telecom Services Customers. Standard maintenance is performed during the standard Telecom Services maintenance window as defined in Section 7.1.1 above.

**Emergency Maintenance** is work that addresses:

- A network condition exists that requires immediate action to resolve impairment or to prevent an imminent loss of service
- The proactive mitigation of potential trouble or a significant security threat
- The change must occur outside of a maintenance window

**Routine Maintenance** represents pre-approved (within Telecom Services), routine and/or repeatable change to the current state of the Network, Systems, Voice, Video, Commercial, or Plant infrastructures serving Telecom Services customers. Routine maintenance has no potential of impacting the service of Telecom Services customers.



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- A network condition exists that requires action to resolve a potential impairment or prevent a potential loss of customer service

### 7.1.3 Maintenance/Change Types, Notification, and Window:

Type of Maintenance	Description of Maintenance / Examples	Notification	Maintenance Window
Non-Emergency / Non-Service Affecting	Scheduled maintenance that does not present a risk to customer services.	No Notification	Monday - Friday 00:01am – 06:00am Local Time
Non-Emergency / Service Affecting	Scheduled maintenance activity that will affect, or carries a risk of affecting customer services.	7 Days	Monday - Friday 00:01am – 06:00am Local Time
Emergency / Non-Service Affecting	Non-scheduled maintenance that does not present a risk to customer services.	No Notification	Every Day 00:01am – 06:00am Local Time
Emergency / Service Affecting	Non-scheduled maintenance that will affect, or carries a risk of affecting customer services.	Same Day	Every Day 00:01am – 06:00am Local Time

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## 8.0 Notifications

8.1 When a change/maintenance activity is planned by either Party which affects, or may affect, the other Party, the Party initiating the change/maintenance activity should notify the other Party prior to the planned activity with as much notice as is commercially reasonable.

8.2 Notifications for planned change/maintenance activities should be sent as follows:

- Please send notification to: [ts\\_maintenance\\_notify@west.com](mailto:ts_maintenance_notify@west.com)

8.3 Notifications should include the following information:

- Name and contact information
- Ticket number or reference for the change/maintenance activity
- Severity/Priority
- Maintenance/Change Type
- Time activity is scheduled to start
- Estimated time of completion
- Circuit IDs and/or sites impacted (or potentially impacted)

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## 9.0 Post Mortem Reviews (Event Analysis)

9.1 A post-mortem review will be carried out for a Priority 1 Event, outlined in Section 5.0, if it has been requested by either Telecom Services or at the written request of the Customer.

9.1.2 The post mortem investigation and review is a collaborative effort between Telecom Services and the Customer and will be used to:

- Identify root cause of a process or system failure;
- Identify areas for performance improvement; and
- Develop action plans for process or system improvement to mitigate recurrence.

9.1.3 Unless otherwise agreed by the parties, a preliminary post-mortem review will be provided to the Customer within five business days following the initial request. An updated version of the post-mortem will be made available within ten business days of issuing the preliminary post-mortem. If more than ten business days is needed to conclude the post mortem review then both parties will agree to a mutually acceptable timeline for completion.

9.1.4 Intercompany meetings / teleconferences will be held as appropriate to ensure that all issues are appropriately identified and addressed and brought to full closure.

9.1.5 Affirmative reporting to the Federal Communications Commission (“FCC”) by the Telecom Services Regulatory and Government Affairs V.P. (“Regulatory V.P.”) is required for any outage that surpasses FCC-established thresholds and a post-mortem review will be conducted each. The definition of a defined outage by the FCC is generally a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider’s network. The FCC further defined a “significant degradation” to mean a “complete loss of service or connectivity to customers. The FCC determines the extent of a defined outage by the number of “user-minutes” which is a mathematical result of multiplying the outage’s duration expressed in minutes and the number of users potentially affected by the outage. For example, a 30-minute outage that potentially affects 30,000 end users also potentially affects 900,000 user-minutes (30 minutes x 30,000 users = 900,000 user-minutes). These FCC reporting requirements apply broadly, and include 911 special facilities, CLEC tandem switches, SS7 functionality, and other network components and functions. The first report to the FCC is required within 120 minutes of discovering the reportable outage, therefore, it is imperative that the Regulatory V.P. is notified immediately upon discovery of the reportable outage. Due to complexities of the FCC’s rules, contact the Regulatory V.P. 24/7 immediately upon learning of a significant outage in order for his assessment of report ability. Regulatory V.P.: Robert McCausland Cell/Text 469-644-4954.

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### 10.0 Fraudulent Traffic

10.1 Telecom Services remains committed to combating fraudulent traffic of all types, and works cooperatively with law enforcement and with other providers in that effort. Telecom Services cannot and will not tolerate the use of its network for the completion of fraudulent traffic.

10.2 Please contact West Fraud Department via email or call advising of potential Fraud, Spoofing, Traffic Pumping, Vishing, Scams or other illegitimate activities, a ticket should be opened and investigated.

- Please send notification to: [fraud@west.com](mailto:fraud@west.com)
- Please contact the West Fraud Department at **877-834-9564**

10.3 Escalation notification for Fraudulent Traffic activities should be sent as follows:

- Please send notification to: [TSinvestigations@west.com](mailto:TSinvestigations@west.com)

### 11.0 CALEA and Law Enforcement Request/Demand

11.1 The Communications Assistance for Law Enforcement Act (“CALEA”) was enacted in 1994 to ensure that properly-authorized electronic surveillance could be conducted on modern networks by law enforcement agencies. Under CALEA, providers (including Telecom Services) and equipment manufacturers must provide the required interfaces and capabilities for traditional voice networks and for Interconnected VoIP and broadband networks. Both voice and Internet traffic is included.

11.2 To ensure compliance, Immediately, 24 x 7, refer all Communications Assistance for Law Enforcement Act (“CALEA”) or demands inquires of any nature to: Robert McCausland Cell/Text 469-644-4954 or David Lewis Cell/Text 469-231-3668.

Everything about each such request must be protected from disclosure to any unauthorized individual, including employees, and all such requests must be carefully scrutinized by Telecom Services’s CALEA Contacts to ensure complete and lawful authorization before any information (e.g., CDRs and other call records, number assignments, customer information, carriers in the call flows, or the like) or surveillance access is provided. No exception is permissible.

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## Appendix A-1 – Telecom Services Contacts

This appendix provides contact information for Telecom Services personnel.

### Contact Information and Escalation Numbers

Telecom Services Network Operations Center and Escalation				Tier Level
	Primary Contact	Work	Mobile	
<b>NOC</b>	NOC Technician	866-905-1735 866-905-1736		<b>Tier I &amp; II</b>
All 2 <sup>nd</sup> level escalations Duty Manager	Primary	866-905-1733	N/A	<b>Tier III H3 Ops</b>
	Back-up	866-905-1734	N/A	
Director, Network Operations	David Lewis	469-727-1614	469-231-3668	<b>Tier III</b>
Director, Network Services	Kevin Shannon	469-727-1637	469-230-4170	<b>Tier IV</b>
VP, Infrastructure Operations	Anthony Concepcion	502-315-5116	502-386-2512	<b>Tier V</b>

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### **Appendix A-2 – How to File a Billing Dispute**

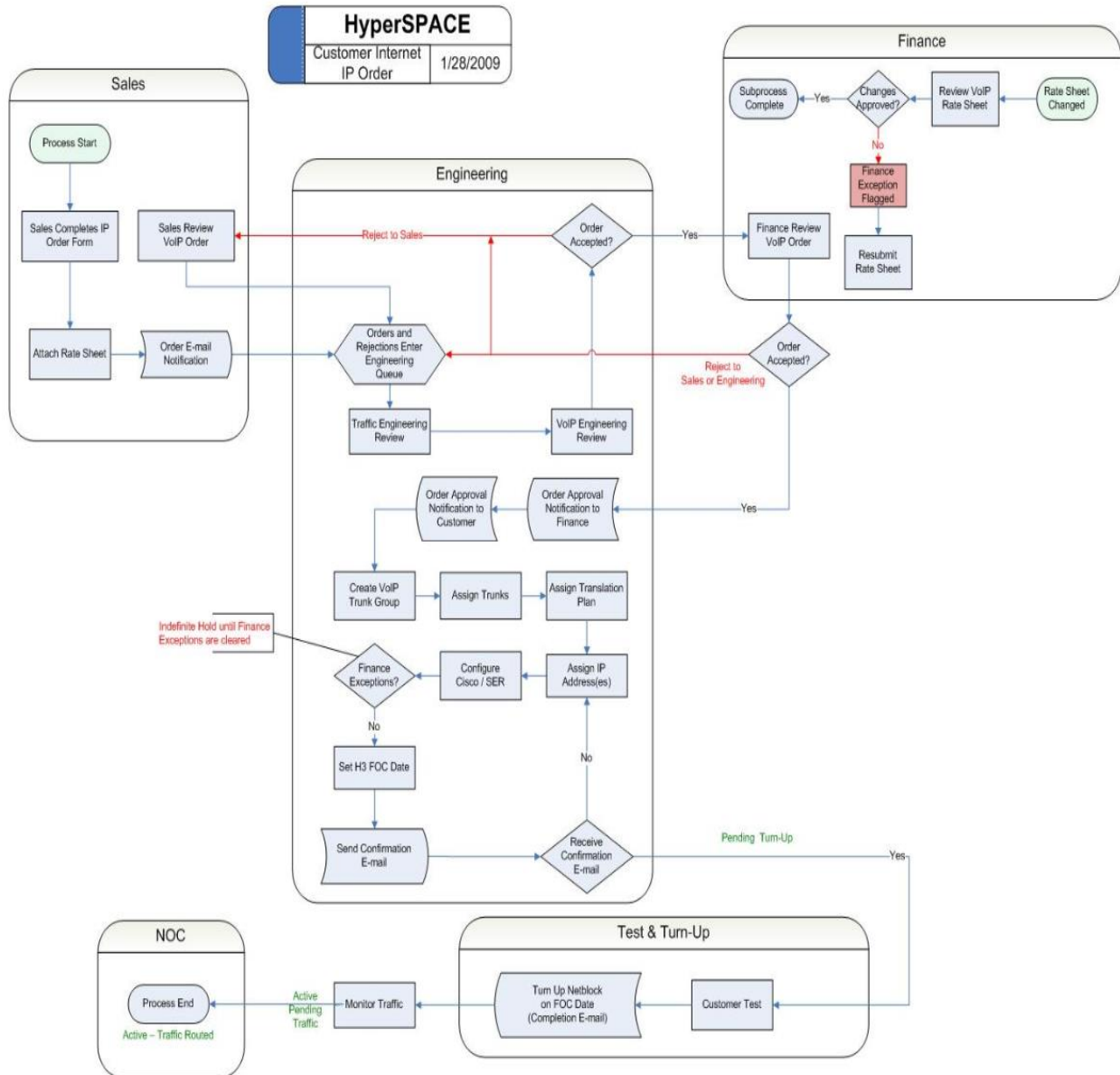
This appendix provides information for Telecom Services dispute process.

- All billing disputes must be sent to [telecom-billing@west.com](mailto:telecom-billing@west.com) in order to be considered timely.
- Although e-mail is the preferred and most efficient method of correspondence, disputes can alternately be mailed to:

**WEST TELECOM SERVICES, LLC  
ATTN: BILLING  
3200 W PLEASANT RUN RD  
SUITE 300  
LANCASTER TX 75146**

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## Appendix A-3 – Telecom Services IP Test and Turn-up Process



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## Appendix A-4 – Telecom Services Ticket criteria by Product Type

The Customer will be required to provide the appropriate information when reporting an issue to Telecom Services. Please ensure all appropriate information is made available to the NOC representative, via phone or email, when requesting a ticket to be opened, else this request will add unnecessary delay in opening the ticket and providing resolution.

### Template procedure for Incident:

#### Failed call DID TDM

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What number is being dialed? Is this the only number failing?

Question #2: What is the originating number?

Question #3: Who is the technical point of contact for this issue?

Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: What Point Code are you sending this to?

Question #7: What is your internal ticket number?

#### Failed call DID VoIP

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What number is being dialed? Is this the only number failing?

Question #2: What is the originating number?

Question #3: Who is the technical point of contact for this issue?

Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: SIP, what is the IP address you are sending to.....xx.xx.xx.xx

Question #7: What is your internal ticket number?

#### Failed call TFO TDM

Customer Contact:

Customer Phone:

Customer Email:



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Question #1: What 8XX is being dialed? Is this the only 8xx number failing?

Question #2: What is the originating number?

Question #3: Who is the technical point of contact for this issue?

Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: What Point Code are you sending this to?

Question #7: What is your internal ticket number?

### **Failed call WTS TDM**

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What Telephone Number is being dialed? Is this the only number failing?

Question #2: What is the originating number?

Question #3: Who is the technical point of contact for this issue?

Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: What Point Code are you sending this to?

Question #7: What is your internal ticket number?

### **Failed call TFO VoIP**

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What 8XX is being dialed? Is this the only 8xx number failing?

Question #2: What is the originating number?

Question #3: Who is the technical point of contact for this issue?

Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: SIP, what is the IP address you are sending to.....xx.xx.xx.xx

Question #7: What is your internal ticket number?

### **Failed call WTS VoIP**

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What 8XX is being dialed? Is this the only 8xx number failing?

Question #2: What is the originating number?

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Question #3: Who is the technical point of contact for this issue?

Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: SIP, what is the IP address you are sending to.....xx.xx.xx.xx

Question #7: What is your internal ticket number?

### Template procedure for Facilities incident:

#### Loss of Carrier

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What is your circuit ID?

Question #2: What is the Telecom Services CTN?

Question #3: Who is the technical point of contact for this issue?

Question #4: What is the state of the circuit? (What alarm are you seeing i.e. AIS, Yellow, other?)

Question #5: What is the date and time of the failure? Year-month-day hour time zone

Question #6: Is Telecom Services the sole provider to you for this location?

Question #7: Is this a total market outage?

Question #8: Is there diversity in place for this route?

Question #9: Do you have the ability to reroute to an alternate provider until this is resolved?

Question #10: What is your internal ticket number?

#### Errors on circuit

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What is your circuit ID?

Question #2: What is the Telecom Services CTN?

Question #3: Who is the technical point of contact for this issue?

Question #4: What is the state of the circuit? (What alarm are you seeing i.e. AIS, Yellow, other?)

Question #5: What is the date and time of the failure? Year-month-day hour time zone

Question #6: Is Telecom Services the sole provider to you for this location?

Question #7: Is this a total market outage?

Question #8: Is there diversity in place for this route?

Question #9: Do you have the ability to reroute to an alternate provider until this is resolved?

Question #10: What is your internal ticket number?

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## **Fiber Cut**

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What is your circuit ID?

Question #2: What is the Telecom Services CTN?

Question #3: Who is the technical point of contact for this issue?

Question #4: What is the date and time of the failure? Year-month-day hour time zone

Question #5: Is this a total market outage?

Question #6: Is there diversity in place for this route?

Question #7: What is your internal ticket number?

## **Template procedure for Request:**

### **Maintenance/Emergency/Scheduled-Preventive Ticket Type**

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What is being worked on?

Question #2: What is the expected impact? (circuit/s effected if applicable)

Question #3: Who is the technical point of contact for this issue?

Question #4: What is the maintenance window for the work being performed?

Question #5: What is the date and time of the call failure? Year-month-day hour time zone

Question #6: What is your internal ticket number?

### **Customer Inquiry and or MACD Change Ticket**

Customer Contact:

Customer Phone:

Customer Email:

Question #1: What is changing?

Question #2: What is the originating IP info?

Question #3: Who is the technical point of contact for this issue?

Question #4: What are you adding or changing?

Question #5: When is this change needed? (Priority level)

Question #6: What is your internal ticket number?