

INTRODUCTION

The purpose of this sheet is to outline the procedures for requesting support from Azotel. The objective is simply to outline a process whereby we can ensure the best possible level of service to our Operators where service level agreements with Azotel are in place.

NOTE: Support provided by Azotel is **considered chargeable** unless the Customer Issue [CI] is found to be directly related to a problem with the SIMPLer platform.

CUSTOMER ISSUES (CI) FORM

This is available by hovering over the **"maintenance"** tab in SIMPLer and clicking "Add Azotel Ticket".

A new issue can be raised when in a specific customer view. The form is pretty much self explanatory. The main thing to remember is to set the **"Type"** field to **Azotel**, when raising issues against Azotel. The other **"Type"** fields are to be used for internal Operator tracking.

A "priority" field is also provided. P1 issues are treated with the highest priority and are to be reserved for critical issues only i.e. if more than 10% of the customers have **NO** service.

It is strongly recommended to always start any updates in the "description" or "resolution" fields of the Customer Issue with you name and date i.e.

[MurphyM 20070118] Text goes here

By doing this there will be a clear history for all updates made to the Customer Issue form.

REPORTING PROBLEMS/ISSUES

1. In all cases, we would ask that a **CI (Customer Issue)** form be filled out under SIMPLer with a brief but thorough description of the problem. If necessary, this can be followed with an email to support@azotel.com in order to highlight that the issue (and also to include graphs/pictures if that will help to further describe the problem).

2. In the case of critical issues which require immediate assistance [e.g. P1s] then please call either of the following numbers:

US / Canada: **+1 902 539 2665**
EMEA, ROW: **+353 21 234 8100**

These numbers will reach our 24/7 NOC. However, should the call go to voicemail please do leave a message. These voicemails are forwarded automatically to our support staff via the support email account.

3. Always use support@azotel.com when sending emails. That way, questions/queries have the best chance of being addressed. If you send email to an individual address there is a risk that the person is travelling or on holidays etc.

4. Please try to avoid calling extensions directly on new issues/problems.

5. We encourage operators to consult our documentation for answers to non-critical issues before contacting support:

<http://www.azotel.com/azotel-operator-manuals-doc/>

user: operator

pass: operator

SLA

P1: Critical, Immediate and Severe problem arises where 10% or more end-subscribers have NO service and SIMPLer suspected as root cause. *Expected Initial Response Time:* 2 hours.

P2: High, End-subscribers service is affected but internet access is still possible. SIMPLer suspected as route cause. *Expected Initial Response Time:* Within current business day, or start of next business day if problem arises outside of business hours.

P3: Typical Issues & Queries. *Expected Initial Response Time:* Next Business Day.

P4 & P5: Suggestions, Questions & Feature Request

SUMMARY

1. Use the **Customer Issues** form to report problems (followed up with email where necessary).
2. Support is considered chargeable unless found to be a problem caused by SIMPLer itself.
3. Always email using support@azotel.com

CONTACT ADDRESS support@azotel.com

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