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Support Playbook and Enterprise Support/NOC Timeline and Escalation Procedures

Updated March 2023 (version 14)

Alarming/Ticketing

Globalgig has alarming set up in the hardware monitoring tool to identify if the router has gone offline (or is flapping, defined as three hard-down events followed by a recovery event within two consecutive hours) based on the following parameter(s):

Up/Down: An alarm that that is triggered by the router going offline.

- When an alarming threshold has been exceeded, the monitoring tool will automatically open a ticket into Globalgig's ticketing system.
- The ticket is triaged for 15 mins to verify that the trouble hasn't been resolved. If not resolved, the ticket is moved into the Tier 1 ticket queue.
- Depending on the Priority or Severity Level (see chart below), the Tier 1 tech has an MTTA SLA to pick up the ticket and start working it.
- Globalgig Tier 1 tech escalates to Tier 2 as needed and based on the following parameters:
  - Parameter 1 - System access limitations.
  - Parameter 2 – Tier 1 trouble shooting options have been exhausted.
  - Parameter 3 – Upon customer request.
- Globalgig works the tickets with the partner vendors at the same targeted levels as the Tier 1 and Tier 2 NOCs.
- Globalgig will provide ticket status to the customer, based on the ticket status SLA in the Priority Level chart below.
- Globalgig works to resolve ticket within the MTTR SLA, again based on the Priority or Severity Level.
- Globalgig will provide an RFO for an isolated issue for a customer within 10 business days of closure of the ticket upon request.

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Trouble Ticket Priorities (Severity Levels)

Globalgig uses four primary designations to categorize a customer's service impairment. Customers can expect the following targeted standards for these priorities.

Priority/ Severity Level	Definition	MTTA	Ticket Updates	MTTR
Priority 1 (Urgent)	50% or more of the customer's services are completely down at a site	15 Minutes	Hourly	4 Hours
Priority 2 (High)	Less than 50% of the customer's services are down at a site	30 Minutes	Hourly	8 Hours
Priority 3 (Normal)	Individual user's service or functionality is affected	45 Minutes	Every 4 hours or by next business day	24 Hours
Priority 4 (Informational)	Routine technical issue, such as improper time on phone or caller ID issues, Network/Voice services are up and there are no operational impacts	60 Minutes	Every 8 hours or by next business day	36 Hours

Notes:

MTTA: Mean Time to Accept – time it takes for Tier 1 tech to pick up ticket and start working it.

MTTR: Mean Time to Resolution – time it takes to resolve customer issue and close ticket.

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Wireless Notifications:

Customers using wireless managed service as their primary or backup WAN connection can be set up to receive notifications based on the service level agreement.

1. Alert Notification – Up Down
2. Alert Notification – Usage

When opening a ticket with Globalgig support on wireless issues, please provide the information in the following template with as much detail as possible.

SIM:

APN:

Device Type:

SIM Location:

Symptom/Details:

Wireline Notifications

Customers using wireline managed services can be set up to receive notifications based on the service level agreement.

1. Alert Notification – Up Down

When opening a ticket with Globalgig support on wireless issues, please provide the information in the following template with as much detail as possible.

Service ID:

Service Type and Size:

Carrier:

Service Location:

Symptom/Details:

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SD-WAN Notifications

Customers using wireless managed service as their primary or backup WAN connection can be set up to receive notifications based on the service level agreement.

1. Alert Notification – Up Down
2. Alert Notification – Usage

When opening a ticket with Globalgig support on wireless issues, please provide the information in the following template with as much detail as possible.

Service ID:

Service Type and Size:

Carrier:

Service Location:

SIM:

APN:

Device Type:

SIM Location:

Symptom/Details:

Escalation Timeline Guidelines

The average repair time is four hours. The Enterprise Support/NOC is available 24/7/365. If you feel the need to escalate an issue at any time, please do so. We are here to help.

- **1st Level of Escalation** – One hour after the ticket has been opened.
- **2nd Level of Escalation** – Two hours after the ticket has been opened.
- **3rd Level of Escalation** – Three hours after the ticket has been opened.
- **4th Level of Escalation** – Four hours after the ticket has been opened.

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Support/NOC Escalation List:

Escalation Level	Name	Contact Number	Email Address
1	Support/NetworkOperations Center	**US Toll Free** +1-844-483-5474 **Direct Dial** +1 512-717-0161 and +442036953698	support@globalgig.com
2	Support/NOC Supervisor (ask for on-duty supervisor)	**US Toll Free** +1-855-483-5474 **Direct dial** +1 512-717-0161 and +442036953698	NOCSupervisor@globalgig.com
3	Charles Ray- Director- Support/NOC	**Direct Dial**: +1 404-920-4655 and +442045259297 **Mobile**: +1 303-374-4832	charles.ray@globalgig.com
4	Shawn McHenry – Sr Dir, Support Svcs	**Direct Dial:** +1 726-268-1602 and +442045259298 **Mobile:** +1 210-248-8317	shawn.mchenry@globalgig.com

*The service intervals outlined in this document are the targeted levels and do not replace the contracted service level in a customer's master service level agreement.