Training anSwitch

OPERATION & SUPPORT EUROPE

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INTRODUCTION & MOTIVATION

This training covers the topics:

▶ How the Aarenet Support works

▶ How the Aarenet Support can be contacted

▶ How to use the Aarenet Online Help tool

▶ How a new ticket can be raised

After this training, the trainee is enabled:

▶ To understand how the Aarenet Support works

▶ To contact the Aarenet Support

IT'S NOT MAGIC

IT'S "KNOW HOW"

TABLE OF CONTENTS

1   HOW TO CONTACT EUROPE TECHNICAL SUPPORT

AVAILABLE CONTACT CHANNELS

▸ Aarenet Technical Support team can be reached via the following channels:

  ▸ Helpdesk - Online ticketing tool
  ▸ Email
  ▸ Support hotline

▸ We do not recommend the following practice:

  ▸ Contact the Support Engineer via their Mobile Number
  ▸ Use of social networking tool to report an issue

HELPDESK – ONLINE TICKETING TOOL

https://helpdesk.aarenet.com

Non-Business Hours (NBH1 & NBH2)

▸ For critical (Fault class 1) issues during NBH 1 & 2 Premium Customers are recommended to call the 24/7 support hotline

EMAIL – SUPPORT MAILBOX
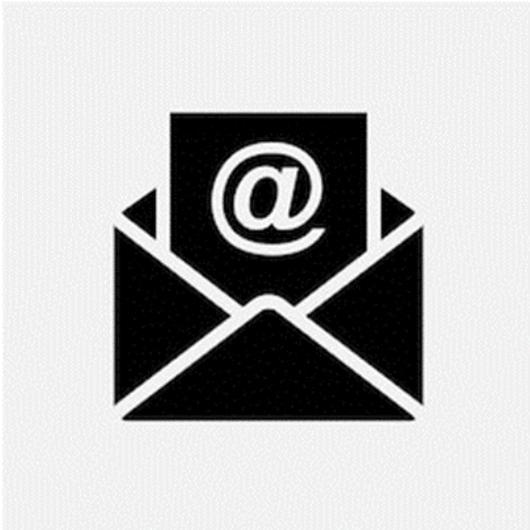
helpdesk@aarenet.com

Non-Business Hours (NBH1 & NBH2)

▸ For critical (Fault class 1) issues during NBH 1 & 2 Premium Customers are recommended to call the 24/7 support hotline

HOTLINES – SUPPORT HOTLINES

Business Hours BH (08:00 – 18:00 GMT+1)

+41 31 980 28 17

Non-Business Hours (NBH1 & NBH2)

➔ The authorized customers get the number by the Europe Regional Operation Manager.

2   REGISTER WITH THE AARENET TICKETING SYSTEM

TICKETING SYSTEM – OVERVIEW

▸ Aarenet has decided to make its ticketing system available to its European customers.

▸ You can access Aarenet's ticketing system to manage all the cases raised by your company.

▸ For using the ticketing system, you must sign up:

  ▸ Via the Helpdesk directly access URL:

  https://helpdesk.Aarenet.com

  ▸ Via email write to:

  helpdesk@aarenet.com

TICKETING SYSTEM – STEP 1: SIGNING UP

▸ Enter the helpdesk URL

▸ Click on "SIGN UP"

TICKETING SYSTEM – STEP 1: SIGNING UP

▸ Enter the relevant info to register

▸ An email will be sent to the entered email address with activation link

TICKETING SYSTEM – STEP 2: ACTIVATION OF THE ACCOUNT

▸ Click on the activation link sent via email (check SPAM inbox if necessary)

▸ Enter Full Name and create personal password

TICKETING SYSTEM – STEP 3: SUCCESSFUL LOGIN

▶ The user has logged into the portal:

   ▶ The User can manage its ticket list or create new ticket
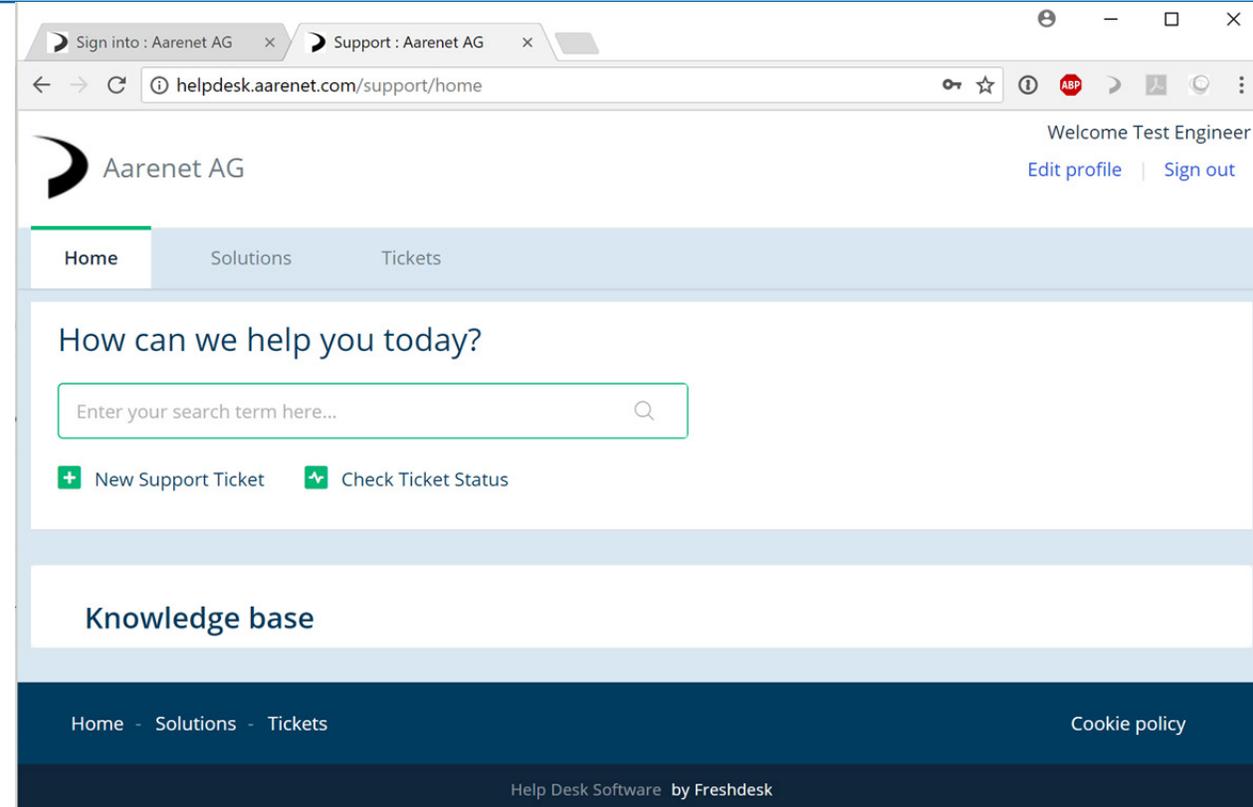
TICKETING SYSTEM – STEP 4: UPDATE PROFILE

▸ It is important to update the personal profile to update all contact details.

▸ Click on "Edit Profile" and enter the necessary information

3   CREATE A NEW TICKET

NEW TICKET – CREATE A NEW TICKET

▶ Either open a new ticket:

▶ Via the online ticketing tool: https://helpdesk.aarenet.com
▶ Or write an email to: helpdesk@aarenet.com

▶ When Writing an email make sure not to use a private email address e.g., Goggle Mail. Use your company email address!

NEW TICKET – NEEDED ISSUE INFORMATION

▸ Ensure to create an **informative ticket subject** to reflect the nature of the problem, examples:

  ▸ Portal – Issue to create new virtual PBX extension
  ▸ PBX – Not able to dial PSTN destinations
  ▸ SIP Trunk – Call to international destinations are blocked

▸ Ensure to provide **informative issue information**:

  ▸ Date issue first reported
  ▸ Detailed issue description. Must include information such as:
    ▸ A number
    ▸ B number
    ▸ Date & time of the call
    ▸ Call failure reason
  ▸ Can the issue be reproduced? If YES, give instructions:
    ▸ Customer type – Enterprise or SOHO
    ▸ How widespread is the problem
    ▸ Will customer support us to make test calls
    ▸ Attached any log file or traces

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4   OPERATIONS AND TECHNICAL SUPPORT ORGANIZATION

TECHNICAL SUPPORT AND PROJECT TEAMS

▶ Europe Operations Team is divided into two departments
  ▶ Technical Support
  ▶ Projects Management

▶ Both departments are under supervision of the Europe Operations Manager

Aarenet Managing Board

Europe Regional Operations Manager

Support Department

Projects Department
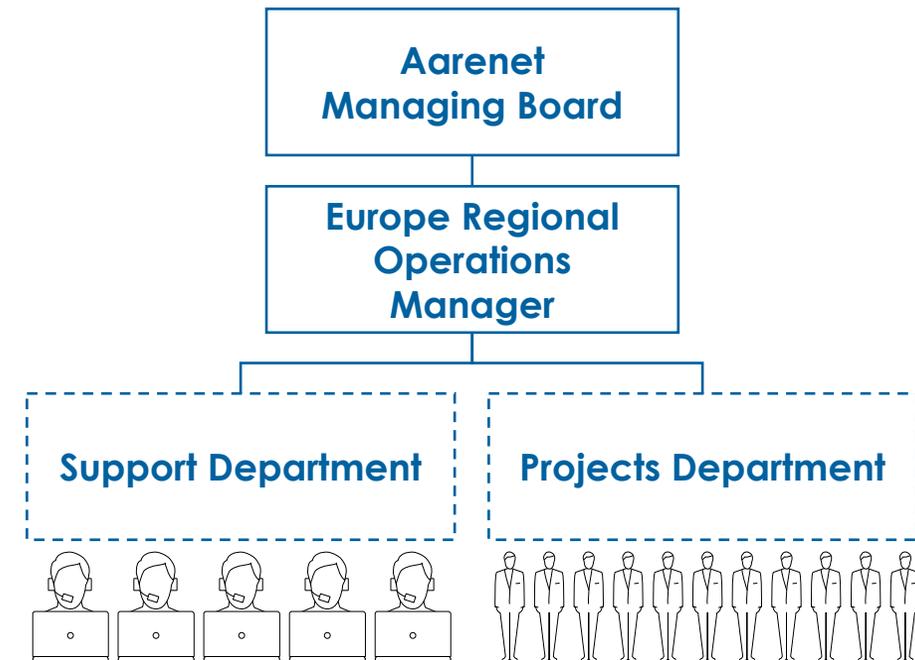
5   SUPPORT SLA AND ESCALATION PROCEDURE

PROBLEM SEVERITY – FAULT CLASSES

▶   According the CMA (Customer Maintenance Agreement) which was delivered to each Customer, the problem severity is categorised into 4 classes:

  ▶   Class 1 – Critical
  ▶   Class 2 – High
  ▶   Class 3 – Medium
  ▶   Class 4 - Minor

PROBLEM SEVERITY – FAULT CLASSES

▶   Fault class definition

Fault Class	Description
1 - critical	Break-down or disruption of the entire system. The incidence degrades the operation of the system to an extent that requires immediate and continuing reaction. E.g., no new calls can be established or unavailability of inbound or outbound traffic.
2 - high	Severe disruption of parts the system (break-down or disruption of vital functions such as SS7 Gateways, Load Balancer etc.). The incidence degrades the operation of the system to an extend that requires immediate and continuing reaction. E.g., system failure that causes loss of redundancy.
3 - medium	Disruption of parts of the system (break-down or disruption of non-vital functions). The incidence degrades the operation of the system to an extend that requires immediate and continuing reaction. E.g., loss of redundancy of the provisioning system.
4 - minor	A deviation or disruption of a negligible feature or negligible function to the operation of the system. The incidence degrades the operation of the system minimal or without any influence. E.g., Call Waiting feature is not working

BUSINESS HOURS & NON-BUSINESS HOURS AS PER CMA

▶ Business Hours BH
  – Bern time zone (GMT+1)

Day	From	To
Monday	08:00	18:00
Tuesday	08:00	18:00
Wednesday	08:00	18:00
Thursday	08:00	18:00
Friday	08:00	18:00

▶ Non-Business Hours 1 NBH1
  – Bern time zone (GMT+1)

Day	From	To
Monday	18:00	08:00
Tuesday	18:00	08:00
Wednesday	18:00	08:00
Thursday	18:00	08:00
Friday	18:00	08:00

▶ Non-Business Hours 2 NBH2
  ▶ All day Saturday
  ▶ All day Sunday
  ▶ All Swiss holidays

SERVICE LEVELS – STANDARD SUPPORT AS PER CMA

▶   Standard Support

Fault Class	Reaction Time	TTTR	Solution
1	30 minutes BH	2 hours BH	Fault is cleared or workaround solves the problem or mutual downgrade of fault class
2	30 minutes BH	8 hours BH	Fault is cleared or workaround solves the problem or mutual downgrade of fault class
3	2 hours BH	5 working days	Fault is cleared or workaround solves the problem
4	1 working day BH	1 month	Fault is cleared or workaround solves the problem

SERVICE LEVELS – PREMIUM SUPPORT AS PER CMA

▶ Premium Support

Fault Class	Reaction time	TTTR	Solution
1	30 minutes BH, NBH1 and NBH2	2 hours BH, NBH1 and NBH2	Fault is cleared or workaround solves the problem or mutual downgrade of fault class
2	30 minutes BH, NBH1 and NBH2	8 hours BH	Fault is cleared or workaround solves the problem or mutual downgrade of fault class
3	2 hours BH	5 working days	Fault is cleared or workaround solves the problem
4	1 working day BH	1 month	Fault is cleared or workaround solves the problem

ESCALATION PROCEDURE

▸ **Please follow the follow guideline for Technical Issue escalation:**

▸ Ensure a Support Ticket was raised.

▸ Problem Severity needs to be accurately assessed and agreed by the Customer and Support team.

▸ Dispute of problem severity can be escalated to the Regional Operations Manager for immediate resolution.

▸ Escalation for any SLA non-conformance can also be escalated to the Regional Operations Manager.

▸ In the case that the Regional Operations Manager could not resolve the escalation, it is possible to escalate to the management board.

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Escalation Process

LAST PAGE

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