



Mosaic Network Solutions



# Technical Support Overview

## Repair and Maintenance



# Customer Trouble Reporting Information & Procedures

## I. REPORTING TROUBLE

- ❑ Customer should call 8-MOSAIC-N05 (**866-724-2605**) or [NOC@Mosaicnetworx.com](mailto:NOC@Mosaicnetworx.com), if any of the following conditions occur:
  - Total Outage
  - Partial Outage
  - Quality Issues
  - Access, Equipment Testing and Verification
  - Status on Trouble Ticket
  
- ❑ Customer should provide the following information to the Mosaic NOC Technician:
  - Company Name
  - Local contact name, telephone number and access hours
  - Physical address of the Trouble being reported
  - Mosaic NetworX Circuit ID and/or DID number
  - Customer should also be able to identify the type of services
  - Description of the problem occurring including date and time
  - Has power, equipment and trunking been checked?
  - If reporting a circuit related issue, is the circuit released for testing?

# Customer Trouble Reporting Information & Procedures

## II. REQUESTING STATUS ON AN ACTIVE TICKET

- ❑ Customers should call the Mosaic NetworX 24x7 support center **8-MOSAIC-N05 (866-724-2605)** for trouble ticket Issues.
- ❑ Each trouble ticket is prioritized per the resolution guidelines outlined on the following slide.
- ❑ The Mosaic NOC technician will provide the customer with trouble ticket status; every attempt will be made to contact the customer within the specified timeline objectives/goals.

# Escalation Levels

Priority	Definition	Status Updates
PRIORITY 1	Outage Severity tickets on all bandwidths and all access types where circuit is down or degraded and customer releases circuit immediately and continuously until trouble is resolved.	During Outage Time, 24x7 – Every 60 min
PRIORITY 2	Degraded circuits. Partial use of service, intermittent problems and quality issues where customer does not give immediate and continuous test access.	Status updates - Every 2hrs At customer's request, additional status updates will be provided at four hour intervals
PRIORITY 3	Quality issues	Status Updates (Mon. - Fri., 8 am – 5pm) Every 4 Hours during the business hours listed. At customer's request, one additional status update will be provided outside of the normal business hours listed above.
PRIORITY 4	When customer is requesting access to the carrier's co-located equipment OR When customer is requesting assistance in testing equipment OR When customer would like to verify connectivity with the carrier	Status updates – every 12-hours

# MTTR- Local Transport and Data (Mean Time To Repair)

<b>Priority 1</b>	=	<b>4 hours</b>
Status Updates	=	1 hour
<b>Priority 2</b>	=	<b>8 hours</b>
Status Updates	=	2 hours
<b>Priority 3</b>	=	<b>12 hrs</b>
Status Updates	=	4 hours
<b>Priority 4</b>	=	<b>24 hours</b>
Status Updates	=	12 hours

# Customer Trouble Reporting Information & Procedures

## III. REQUESTING AN ESCALATION ON AN ACTIVE TICKET

- ❑ Mosaic NetworX is committed to responsive trouble resolution. If a service issue is not progressing according to the established guidelines, the customer is encouraged to request an escalation of the trouble ticket.
- ❑ Please follow the steps below:
  - Using the support numbers provided, call to obtain the most current status from a Mosaic support representative.
  - If the ticket has not made progress according to the guidelines herein, the customer may request to have their ticket escalated. The Mosaic NetworX NOC Technician will escalate the accordingly to the next level.



# Mosaic NetworX<sup>®</sup> Escalation List

Mosaic NetworX is committed to responsive trouble resolution. If you are not receiving the level of service you expect, please contact our support management personnel listed below.

## Level 1 - Customer Support

8-MOSAIC-N05

**(866) 724-2605**

(406) 216-4581

[NOC@mosaicnetworx.com](mailto:NOC@mosaicnetworx.com)

## Level 2 – Regina Widick– NOC Manager

(415) 877-1464 Cell (209) 981-9226

[rwidick@mosaicnetworx.com](mailto:rwidick@mosaicnetworx.com)

## Level 3 – Andrew Melton - CTO

(415) 233-4757 Cell (310) 650-7070

[amelton@mosaicnetworx.com](mailto:amelton@mosaicnetworx.com)

## Level 4 – Matt Hiles- COO

(415) 877-1463 Cell (562) 441-2565

[matt@mosaicnetworx.com](mailto:matt@mosaicnetworx.com)

## Level 5 - Brian Erickson – CEO

(415) 877-1461 Cell (415) 518-9864

[Priority1@mosaicnetworx.com](mailto:Priority1@mosaicnetworx.com)

**Important note:** All Technical Service (trouble ticket) escalations must be directed to **8-MOSAIC-N05 (866-724-2605)**. The Technical Service escalation contact list for 1st level through 5<sup>th</sup> level is provided should you not receive prompt, courteous and effective activity on your issues from your Customer Service team. *(Please note that Mosaic support internally notifies executive management of all "PRIORITY ONE" service effecting issues upon establishing a trouble ticket. Mosaic NetworX will escalate on your behalf both internally and with each under-lying carrier until service is restored to your satisfaction.)* \*