

Fault Management Procedure for MPLS Based Products

Fault Reporting

1. Faults will be reported to the Network and Services Management Center by telephone at: **+357 22702040** which operates on a 24 hourX7 basis.
2. In addition faults may be reported by e-mail to the following addresses:

nsmc@cyta.com.cy
nsmcinternet@cyta.com.cy

Information to be provided by the Customer during Fault Reporting:

1. customer name and circuit ID
2. contact details of the customer's technical person dealing with the fault (name, telephone number and e-mail)
3. an accurate and complete problem description

Fault Resolution

Following the fault reporting, Cyta's on duty staff, once requested by the customer, will open a trouble ticket. The ticket number will be given to the customer for future reference.

During troubleshooting, the customer will be updated periodically for the progress.

After the fault repair the customer will be notified to confirm the service recovery. If service is confirmed to be restored the trouble ticket will be closed.

If a more detailed report concerning the incident is required, customers based in Cyprus may contact directly their Account Manager whereas customers based outside Cyprus may contact the National & International Wholesale Market Division at the following e-mails:

- **global@cyta.com.cy**
- **constantinos.theophilou@cyta.com.cy**

Customers should send all relevant correspondence regarding the specific incidence, together with the ticket number, if available, to the above e-mail addresses, in order to easily identify the fault and provide feedback as soon as possible.



Escalation Contacts for MPLS Based Products

If Cyta fails to meet the SLA performance criteria an escalation may be initiated by the customer. There are 3 escalation levels as follows:

Level 0: The Network and Services Management Center where the customer calls for assistance.

Level 1: The Duty Engineer and, if required, the System Engineer responsible in the Network and Services Management Center.

Level 2: The Head of the Network and Services Management Center.

Level 3: The Manager responsible for the Operation and Maintenance of Networks.

Named Contacts are available during Business Hours: 07:30 -14:30 (Local Time), Mon-Fri excluding Public Holidays.

Business Area	Level 0	Level 1	Level 2	Level 3
Operation and Maintenance	<p>24x7 Service</p> <p>Network and Services Management Center</p> <p><u>Duty Technician</u></p> <p>Tel: +357 22702040</p> <p>e-mail: nsmc@cyta.com.cy sosc@cytanet.com.cy</p>	<p><u>Duty Engineer</u></p> <p>Tel: +357 22707708</p> <p>e-mail: nsmc@cyta.com.cy</p> <p><u>System Engineer</u></p> <p>Mr. Yiannis Antonoudiou</p> <p>Network and Services Management Center</p> <p>Tel: +357 22701075</p> <p>Mob: +357 99610157</p> <p>e-mail: yiannis.antonoudiou@cyta.com.cy</p>	<p>Mr. Agis Piperides</p> <p>Head Network and Services Management Center</p> <p>Tel: +357 22701223</p> <p>Mob: +357 99610223</p> <p>e-mail: agis.piperides@cyta.com.cy</p>	<p>Mr. Georgios Malikides</p> <p>Manager Core Networks, Operation and Maintenance</p> <p>Tel: +357 22705650</p> <p>Mob: +357 99650550</p> <p>e-mail: georgios.malikides@cyta.com.cy</p>