Operations Communications Plan
(OCP)

Hypercube Networks NOC

November 21, 2023

Hypercube Networks, LLC
3200 Pleasant Run Rd., Suite 300
Lancaster, TX 75146

Document Version 8.11 wcg

Hypercube Networks

Document Revision History

Version Number	8.10
Last Update	10/16/2023
Document Owner	Wayne Gerke
Version History	
01/18/13	Initial Release
02/18/13	Updated definitions in several sections
03/08/13	Updated Telecom Services/West subsidiary logo on title page
04/27/14	Updated DID number to 469-528-4058
05/10/14	Updated Telecom Services Operations Escalation List
09/08/15	Validated Escalation list contact numbers
12/07/15	Updated Intrado Telecom Services logo
01/21/16	Updated email addresses
01/25/16	Adding IP Test and Turn-up Procedure
02/19/16	Adding Customer Fault Management Portal Procedure
01/12/17	Minor cosmetic edits
05/21/18	Updated the Portal description
05/22/18	Updated CALEA emergency contacts
12/31/18	Updated Escalation List contact names and numbers
01/03/19	Validated CALEA emergency contacts
04/15/20	Rebranding to Intrado
04/15/20	Updated Escalation List contact names and numbers
05/05/20	Rebranding to Intrado Communications
09/15/21	Update Escalation List contact names numbers and owner
09/21/21	Update CALEA emergency contacts updated links to Intrado
10/19/21	Added NOC DID Number to escalation list
11/15/21	Corrected VP's Cell number on escalation list
04/15/22	Updated CALEA contacts and e-mail addresses
08/29/22	Updated CALEA contacts and phone number
02/28/23	Update E-Mail address
04/13/23	Added E-Mail address and Logo change
10/16/23	Rebranding to Hypercube Networks
11/21/23	Change E-Mail to request Login credentials

Contacting Hypercube Networks, LLC Headquarters

Hypercube Networks, LLC Corporate Headquarters:

Hypercube Networks Operations
3200 W. Pleasant Run Road
Suite 300
Lancaster, TX 75146

Main Office 1.469.727.1510 / Fax 1.469.727.1511

Network Operations Center

International Clients: 1.469.528.4058

Network Operations Center: **18669051735 18669051736 14695284058**

Network IP Activation Support: **18666781143**

Network TDM Activation Support: **18669206946**

Hypercube Networks

Table of Contents

1. Introduction

1.1 Purpose

1.1.1   The purpose of this document is to define the working relationship, communications channels, and support processes between Hypercube Networks, LLC ("fka Intrado Communications") and Customer with respect to the services referenced in this document.

1.1.2   Throughout this document Hypercube Networks and Customer may be referred to collectively as the "**Parties**."

.

1.2 About This Document

1.2.1   This **OCP** is to be used as the basis for communicating between the Parties' network operations centers for all service-affecting network events.

1.2.2   This **OCP** is a living document and shall be mutually reviewed in an agreed upon timeframe between the Parties to ensure all sections remain valid and effective. The Customer and Hypercube Networks NOC are responsible to organize such reviews and coordinate required systems upgrades, methods and procedures, technology changes, and obtaining approval from the respective impacted organizations.

1.2.3   The **OCP** will detail the roles and responsibilities of the Parties' network operations centers (NOCs) in support of their respective networks and the services provided by Hypercube Networks. The plan will include the following:

- Network management responsibilities
- Change Management Procedures
- Fault/Trouble Handling Procedures
- Services Severity Matrix
- Technical and managerial contacts and escalation information

1.2.4   Proposed changes will be executed upon mutual agreement by process owners and must be approved by executive sponsors, following standard change management process and procedure.

1.3 Audience

1.3.1   This **OCP** is written for the Hypercube Networks and Customer Network Operations Centers and associated personnel.

2. Hypercube Networks Support

2.1 Hypercube Networks Network Operations Centers

2.1.1   Hypercube Networks will support Customer through its Network Operations Center (NOC).

2.1.2   The Hypercube Networks NOC is a 24x7x365 operation.

2.2 Hypercube Networks NOC Responsibilities

2.2.1   The Hypercube Networks NOC serves as the single point of contact (SPOC) for the Customer NOC for all network outages and service-affecting events and all contact for these situations between Hypercube Networks and Customer must be channeled through the Hypercube Networks NOC. <u>**Please Note:**</u> **all moves, adds, and changes to your service must go through your Hypercube Networks Sales Director.**

2.2.2   The Hypercube Networks NOC provides:

- Monitoring and surveillance services for systems, network elements, and infrastructure used to deliver services to Hypercube Networks customers.
- Repair status communication to the Customer NOC according with established timeframes
- Incidents' fault isolation and Level 1 troubleshooting
- Fix Agent identification and management
- Technical, managerial and informational escalation management
- Verification of service restoration with the Customer NOC
- Planned Maintenance notification and management.

2.3 NOC to NOC Communications

2.3.1   Hypercube Networks expects Customer NOC personnel to communicate with the Hypercube Networks NOC via telephone and/or email.

2.3.2   **Via Telephone:** 866-905-1735 or 866-905-1736
(DID: 469-528-4058)

2.3.3   **Via Email:** TelecomNOC@west.com

2.4 Hypercube Networks NOC Contacts

Detailed Hypercube Networks contact information can be found in Appendix A-1

3. Customer Support

3.1 Customer Network Operations Centers

3.1.1   Hypercube Networks prefers a single point-of-contact (SPOC) for the Customer, preferably the Customer's Network Operation Center, for designated Hypercube Networks personnel to report service-impacting issues. Hypercube Networks should be able to reach the specified SPOC via telephone or email twenty-four hours a day, seven days a week, inclusive of holidays.

3.1.2   Customer will interface with Hypercube Networks through its Network Operations Control center (NOC) which can be reached 24 hours a day, 7 days a week.

3.2 Customer NOC Responsibilities

3.2.1   Customer's NOC will serve as the central point of contact for Hypercube Networks NOC personnel.

4. Test Assistance

4.1 Facility Test and Testing only

4.1.1   End-to-end testing of the services between Customer locations, including any off net locations, may be required after acceptance of the services.

4.1.2   The Parties are expected to participate in the end-to-end testing of this service being provided to ensure it is functioning correctly.

4.1.3   Customer must have the circuit tracking number (CTN) or, trunk work order number (TWO) available at the time of testing.

4.1.4   Please note: all moves, adds, and changes to your service must go through your Hypercube Networks Sales Director.

Hypercube Networks

Hypercube Networks Facility Test and Turn – Up Engineers				Support Level
Primary Contact – (Monday through Friday 08:00 – 17:00 central time)				
Normal Work Days	Facility Test & Turn-up Engineers	866-920-6946		**ALL**
To set up off Hours Testing		866-920-6946		
Select an Engineer or Press 4 for the next available Test and Turn-up Engineer. This system will cycle twice as a default, when no Engineer is selected, it will disconnect.				

4.2 IP Test and Testing only

4.2.1 **Please see Appendix – A-3 for process flow.**

4.2.2 Hypercube Networks offers customers access to traditional termination services using IP connectivity and transactions based on the Session Initiation Protocol (SIP - RFC 3261). The Hypercube Networks SIP gateway application is a tandem implementation of the SIP protocol; that will accept and respond with the SIP methods/messages.

4.2.3 Security Method: Hypercube Networks provides IP addresses for SIP access. These IP addresses are protected externally by access lists that limit the IP addresses that have access to it. The Session Boarder Controller function further limits the flow of packets to and from trusted IP addresses via industry standard methods.

4.2.4 Call Signaling: Hypercube Networks uses UDP on port number 5060.

4.2.5 Use of RFC 4028: Session Timers: Hypercube Networks periodically refreshes SIP sessions by sending repeated INVITE requests. The repeated INVITE requests, or re-INVITEs, are sent during an active call leg to determine the status of a session.

4.2.6 Route advance: Hypercube Networks maps ISUP Release Causes into SIP Response Codes such as release to 503 or 404 to allow customers for route advance (applies for termination products: HDVT, TRS, WTS). Hypercube Networks conforms to RFC 3398 ISUP-SIP cause code mapping by default.

4.2.7 CODEC/Media guidelines: Hypercube Networks by default any of the CODEC's below:
- G.711 PCMU
- G.711 PCMA
- G.726
- G.729 (20 ms)

4.2.8   DTMF guidelines: Hypercube Networks prefers RFC 2833 for DTMF. Optionally, in-band G.711 pass-thru for DTMF digits can also be configured.

4.2.9   Facsimile (FAX) transmission guidelines: Hypercube Networks supports T.38 fax. G.711, non-compressed pass-thru is preferred, however.

4.2.10 SIP signaling gateways: Typically, there will be at least two SIP gateways active within the Telephone network under normal circumstances (subject change at any time). Each will be reachable via a distinct IP address. Customer will provide call volume to accurately determine number of SIP gateways required.

4.2.11 Please note: all moves, adds, and changes to your service must go through your Hypercube Networks Sales Director.

Hypercube Networks IP Test and Turn – Up Engineers				Support Level
Primary Contact – (Monday through Friday 08:00 – 17:00 central time)				
Normal Work Days	IP Test & Turn-up Engineers	866-678-1143		**ALL**
To set up off Hours Testing		866-678-1143		

Hypercube Networks

5. Trouble Reporting Standards

For the purposes of prioritization, Customer trouble tickets are assigned a priority, ranging from 1 to 4 based on the type of problem (see table below.)

Event Severity

	Critical function	Important	Non-critical	Maintenance
	Priority 1	Priority 2	Priority 3	Priority 4
Severity	Level 3	Level 2	Level 1	SD Request
	Site/services down for all customers.	Site/services impaired for all end users, OR down for some end users.	Site/services impaired, but end users not impacted due to alternate routes. Jeopardy in three days.	Requests for research or information. Goes into jeopardy five days after creation or event.
Symptoms	More than one DS3 down on a single switch or one DS3 down on multiple switches.	One entire DS3 or equivalent		
NOC Actions	Contact duty manager within 15 minutes, regardless of hour. Escalate to duty director within 3 hours if not resolved. Contact SVP within 5 hours if not resolved	Contact duty manager within 15 minutes, regardless of hour. Escalate to Operations Manager within 2 hours; Director within 4 hours if not resolved. Contact SVP within 6 hours if not resolved	Open ticket; Contact duty manager during normal working hour (6:00 AM to 6:00 PM CST);	
Customers Informed	Contact all customers if not resolved within two hours.	Contact customers if not resolved within four hours	Respond to customer complaints	N/A
Customers Updated with Status	Hourly; Monitor customer bridges if requested	Every four hours during working hours and as requested after hours.	Not less than daily	N/A
MTTR	4 hours	24 hours	72 hours (3 Business days)	120 hours (5 Business days)

- All impacting issues will be recorded as an Incident
- All maintenance requests will be recorded as a Request
- An audio/IUM bridge will be opened for all Priority1 and Priority 2's
- All tickets handled will be worked in accordance with Hypercube Networks' Incident Management Policies/Procedures as outlined in this document.

6. Trouble Reporting

6.1 General

6.1.1 Hypercube Networks and Customer are independently responsible for problem isolation, triage and troubleshooting within their respective network infrastructures.

6.1.2 Hypercube Networks and Customer agree to work cooperatively with any and all other Parties with operational or technical issues that warrant such action.

6.1.3 The Customer NOC(s) will be expected to contact the Hypercube Networks NOC to report any Customer network outages or service-affecting events, or request assistance with troubleshooting a Customer circuit or service.

6.1.4 Unless otherwise provided herein, all communications between the Customer NOC and the Hypercube Networks NOC will be conducted via telephone, email and/or Portal (see Section 6.2).

6.1.5 The Customer will be required to provide all appropriate information when reporting an issue to Hypercube Networks NOC representative, via phone, email and/or Portal; the absence of needed information will add unnecessary delay in opening the ticket and providing resolution. (Refer to Appendix A-4).

6.2 Customer Reporting to Hypercube Networks

When there appears to be an outage to your service or degradation in network performance, follow these steps to report the incident. Hypercube Networks can be contacted in the Network Operations Control center (NOC) which can be reached 24 hours a day, 7 days a week.

Please provide answers for the NOC Representative for the Questions outlined in Appendix – A-4.

Hypercube Networks

6.2.1 For Calls:

The Customer will be expected to provide the following information when reporting an issue to Hypercube Networks; following these steps will ensure the fastest resolution to service issues.

1. Contact the Hypercube Networks NOC at 866-905-1735 or 866-905-1736 to report the situation.

2. The NOC Representative requests the details of the situation, including as example:
   - Trunk Group/Session affected
   - Symptom (dead air, unable to complete call, SIP message, etc.)
   - IP address sending to (which H3 Gateway) and IP address sending from
   - Calling Party Number and Called Party Number
   - Date and Time and Time Zone of call
   - Market/s affected
   - Call back number

3. The NOC Representative determines whether a ticket already exists for the specific situation, or if a new ticket should be opened for tracking and reporting purposes. In either case the ticket number is provided for future reference.

4. The NOC Representative evaluates the situation and directs the ticket to repair operations for resolution.

5. If you feel that the resolution for Priority 1 and Priority 2 tickets is not to your satisfaction, please escalate the problem, using the Contact Information and Escalation Numbers that follow.

6.2.2 for Emails:

The Customer will be expected to provide the following information when reporting an issue to Hypercube Networks; following these steps will ensure the fastest resolution to service issues.

 1. Contact the Hypercube Networks NOC at TelecomNOC@west.com to submit the situation.

- Please provide answers for the following Questions, as an example, for the NOC Representative:
    1. What number is being dialed?
    2. What is the originating number?
    3. Who is the technical point of contact for this issue?
    4. What IP addresses or Origination& Destination Point Codes (OPC/DPC) are you sending from and to?
    5. What message is being received? (Make sure that you get the trailer at the end of the message)
    6. What is the date, time, and time zone of the call failure?

2. The NOC Representative determines whether a ticket already exists for the specific situation, or if a new ticket should be opened for tracking and reporting purposes. In either case the ticket number is provided for future reference.

3. The NOC Representative evaluates the situation and directs the ticket to repair operations for resolution.

4. If you feel that the reported resolution for Priority 1 and Priority 2 tickets is not to your satisfaction, please escalate the problem, using the Contact Information and Escalation Numbers that follow.

6.2.3 for Portal: (Recommended Process)

As part of Hypercube Networks commitment to improve the Customer experience, we have launched the Customer Fault Management (FM) NOC Portal. Utilizing the Customer FM NOC Portal will allow our Customers the ability to create, view, and annotate their trouble tickets in real time.

Hypercube Networks' Customers will benefit from using the FM NOC Portal by:
- Having instant insight into the status of open/closed trouble tickets.
- Ability to open a ticket directly through the FM NOC Portal
- Faster response times in resolving incident issues.

Hypercube Networks

The Customer will be expected to provide the following information when reporting an issue to Hypercube Networks; following these steps will ensure the fastest resolution to service issues.

1. Access the Hypercube Networks FM NOC Portal at URL https://convergeonesi.service-now.com/customercenter to submit the situation.

- Please provide answers for the following Questions, as an example, to generate a ticket:
    1. What number is being dialed?
    2. What is the originating number?
    3. Who is the technical point of contact for this issue?
    4. What IP addresses or Origination& Destination Point Codes (OPC/DPC) are you sending from and to?
    5. What message is being received? (Make sure that you get the trailer at the end of the message)
    6. What are the date, time, and time zone of the call failure?

2. The NOC Representative determines whether a ticket already exists for the specific situation, or if a new ticket should be opened for tracking and reporting purposes. In either case the ticket number is provided for future reference.

3. The NOC Representative evaluates the situation and directs the ticket to repair operations for resolution.

4. If you feel that the reported resolution for Priority 3 and Priority 4 tickets is not to your satisfaction, please escalate the problem, using the Contact Information and Escalation Numbers that follow in Appendix A-1 – Hypercube Networks Contacts.

Send an E-Mail to TelecomNoc@west.com to request access credentials for the Fault Management Portal.

Please note: For a demo and login credentials, please go through your respective Hypercube Networks Sales Director.

7.0 Network Maintenance/Change Management

7.1   Hypercube Networks

7.1.1   Maintenance Windows

All Hypercube Networks routine maintenance will be conducted during established maintenance window(s). Currently, the Hypercube Networks standard network maintenance window is: 11:00 PM to 5:00 AM (central time) Monday – Sunday.

Note: While the specified maintenance window is six hours, maintenance may not require the use of this entire window.

Note: Maintenance may be restricted during holiday periods including Thanksgiving, Christmas, and New Year.

7.1.2   Maintenance/Change Types

Maintenance is work that must be performed for the Hypercube Networks network and services to continue operating effectively. Maintenance is organized into three general types of work:

- Standard Maintenance
- Emergency Maintenance
- Routine Maintenance

Standard Maintenance is any planned or predictable need to make a change to the current state of the Network, Systems, Voice, Video, Commercial, or Plant infrastructures serving Hypercube Networks Customers. Standard maintenance is performed during the standard Hypercube Networks maintenance window as defined in Section 7.1.1 above.

Emergency Maintenance is work that addresses:

- A network condition exists that requires immediate action to resolve impairment or to prevent an imminent loss of service
- The proactive mitigation of potential trouble or a significant security threat
- The change must occur outside of a maintenance window

Routine Maintenance represents pre-approved (within Hypercube Networks), routine and/or repeatable change to the current state of the Network, Systems, Voice, Video, Commercial, or

Hypercube Networks

Plant infrastructures serving Hypercube Networks customers. Routine maintenance has no potential of impacting the service of Hypercube Networks customers.

- A network condition exists that requires action to resolve a potential impairment or prevent a potential loss of customer service

7.1.3   Maintenance/Change Types, Notification, and Window:

Type of Maintenance	Description of Maintenance / Examples	Notification	Maintenance Window
Non-Emergency / Non-Service Affecting	Scheduled maintenance that does not present a risk to customer services.	No Notification	Monday - Friday 11:00pm – 05:00am Central Time
Non-Emergency / Service Affecting	Scheduled maintenance activity that will affect or carries a risk of affecting customer services.	7 Days	Monday - Friday 11:00pm – 05:00am Central Time
Emergency / Non-Service Affecting	Non-scheduled maintenance that does not present a risk to customer services.	No Notification	Every Day 11:00pm – 05:00am Central Time
Emergency / Service Affecting	Non-scheduled maintenance that will affect or carries a risk of affecting customer services.	Same Day	Every Day 11:00pm – 05:00am Central Time

8.0 Notifications

8.1   When a change/maintenance activity is planned by either Party which affects, or may affect, the other Party, the Party initiating the change/maintenance activity should notify the other Party prior to the planned activity with as much notice as is commercially reasonable.

8.2   Notifications for planned change/maintenance activities should be sent as follows:

- Please send notification to: ts_maintenance_notify@west.com

8.3   Notifications should include the following information:

- Name and contact information
- Ticket number or reference for the change/maintenance activity
- Severity/Priority
- Maintenance/Change Type
- Time activity is scheduled to start
- Estimated time of completion
- Circuit IDs and/or sites impacted (or potentially impacted)

9.0 Post-Mortem Reviews (Event Analysis)

9.1 A post-mortem review will be carried out for a Priority 1 Event, outlined in Section 5.0, if it has been requested by either Hypercube Networks or at the written request of the Customer.

9.1.2 The post-mortem investigation and review is a collaborative effort between Hypercube Networks and the Customer and will be used to:

- Identify root cause of a process or system failure;
- Identify areas for performance improvement; and
- Develop action plans for process or system improvement to mitigate recurrence.

9.1.3 Unless otherwise agreed by the parties, a preliminary post-mortem review will be provided to the Customer within five business days following the initial request. An updated version of the post-mortem will be made available within ten business days of issuing the preliminary post-mortem. If more than ten business days is needed to conclude the post-mortem review, then both parties will agree to a mutually acceptable timeline for completion.

9.1.4 Intercompany meetings / teleconferences will be held as appropriate to ensure that all issues are appropriately identified and addressed and brought to full closure.

9.1.5 Affirmative reporting to the Federal Communications Commission ("FCC") by the Hypercube Networks Regulatory and Government Affairs V.P. ("Regulatory V.P.") is required for any outage that surpasses FCC-established thresholds and a post-mortem review will be conducted each. The definition of a defined outage by the FCC is generally a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider's network. The FCC further defined a "significant degradation" to mean a "complete loss of service or connectivity to customers. The FCC determines the extent of a defined outage by the number of "user-minutes" which is a mathematical result of multiplying the outage's duration expressed in minutes and the number of users potentially affected by the outage. For example, a 30-minute outage that potentially affects 30,000 end users also potentially affects 900,000 user-minutes (30 minutes x 30,000 users = 900,000 user-minutes). These FCC reporting requirements apply broadly, and include 911 special facilities, CLEC tandem switches, SS7 functionality, and other network components and functions. The first report to the FCC is required within 120 minutes of discovering the reportable outage, therefore, it is imperative that the Regulatory V.P. is notified immediately upon discovery of the reportable outage. Due to complexities of the FCC's rules, contact the Regulatory V.P. 24/7 immediately upon learning of a significant outage in order for his assessment of report ability. Regulatory V.P.: Robert McCausland Cell/Text 469-644-4954.

Hypercube Networks

10.0 Fraudulent Traffic

10.1 Hypercube Networks remains committed to combating fraudulent traffic of all types and works cooperatively with law enforcement and with other providers in that effort. Hypercube Networks cannot and will not tolerate the use of its network for the completion of fraudulent traffic.

10.2 Please contact Hypercube Networks NOC via email or call advising of potential Fraud, Spoofing, Traffic Pumping, Vishing, Scams or other illegitimate activities, a ticket should be opened and investigated.

- **Please send notification to: fraud@west.com**
- **Please contact the West Fraud Department at 877-834-9564**

10.3 Escalation notification for Fraudulent Traffic activities should be sent as follows:

- **Please send notification to: tsinvestigations@west.com**

11.0 CALEA and Law Enforcement Request/Demand

11.1 The Communications Assistance for Law Enforcement Act ("CALEA") was enacted in 1994 to ensure that properly authorized electronic surveillance could be conducted on modern networks by law enforcement agencies. Under CALEA, providers (including Hypercube Networks) and equipment manufacturers must provide the required interfaces and capabilities for traditional voice networks and for Interconnected VoIP and broadband networks. Both voice and Internet traffic is included.

11.2 To ensure compliance, Immediately, 24 x 7, refer all Communications Assistance for Law Enforcement Act ("CALEA") or demands inquires of any nature to: Kevin Shannon Cell/Text 469-230-4170 or Wayne Gerke Cell/Text 214-202-0850.

Everything about each such request must be protected from disclosure to any unauthorized individual, including employees, and all such requests must be carefully scrutinized by Hypercube Networks' CALEA Contacts to ensure complete and lawful authorization before any information (e.g., CDRs and other call records, number assignments, customer information, carriers in the call flows, or the like) or surveillance access is provided. No exception is permissible.

Hypercube Networks

Appendix A-1 – Hypercube Networks Contacts

This appendix provides contact information for Hypercube Networks personnel.

Contact Information and Escalation Numbers

| Hypercube Networks Network Operations Center and Escalation				Tier Level
	Primary Contact	**Work**	**Mobile**	
NOC	NOC Technician	866-905-1735 866-905-1736 1-469-528-4058		**Tier I & II**
All 2nd level escalations Duty Manager	Primary	866-905-1733	N/A	**Tier III Ops**
	Back-up	866-905-1734	N/A	
Manager, Information Technology Wholesale Network Operations	Wayne Gerke	469-727-1524	214-202-0850	**Tier IV**
Director, Network Service	Kevin Shannon	469-727-1637	469-230-4170	**Tier IV**
VP, Information Technology	Donald Poe	469-727-1566	903-271-7730	**Tier V**

Appendix A-2 – How to File a Billing Dispute

This appendix provides information for Hypercube Networks dispute process.

- All billing disputes must be sent to telecom-billing@west.com in order to be considered timely.
- Although e-mail is the preferred and most efficient method of correspondence, disputes can alternately be mailed to:

    HYPERCUBE NETWORKS, LLC
    ATTN: BILLING
    3200 W PLEASANT RUN RD
    SUITE 300
    LANCASTER TX 75146

Hypercube Networks

Appendix A-3 – Hypercube Networks IP Test and Turn-up Process

Hypercube Networks
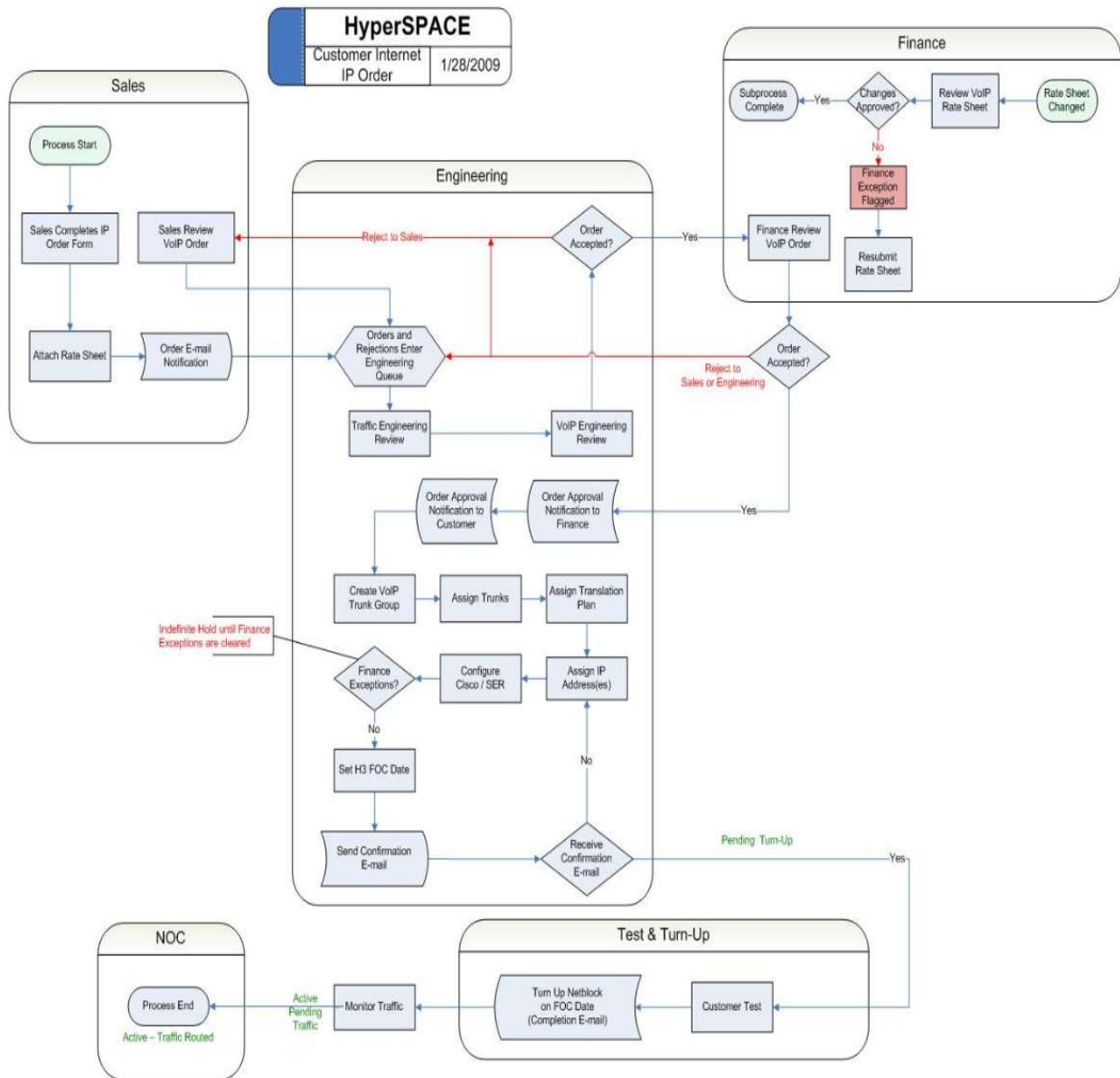
Appendix A-4 – Hypercube Networks Ticket criteria by Product Type

The Customer will be required to provide the appropriate information when reporting an issue to Hypercube Networks. Please ensure all appropriate information is made available to the NOC representative, via phone or email, when requesting a ticket to be opened, else this request will add unnecessary delay in opening the ticket and providing resolution.

Template procedure for Incident:

Failed call DID TDM

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What number is being dialed? Is this the only number failing?
Question #2: What is the originating number?
Question #3: Who is the technical point of contact for this issue?
Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: What Point Code are you sending this to?
Question #7: What is your internal ticket number?

Failed call DID VoIP

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What number is being dialed? Is this the only number failing?
Question #2: What is the originating number?
Question #3: Who is the technical point of contact for this issue?
Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: SIP, what is the IP address you are sending to.....xx.xx.xx.xx
Question #7: What is your internal ticket number?

Failed call TFO TDM

Customer Contact:
Customer Phone:

Hypercube Networks

Customer Email:

Question #1: What 8XX is being dialed? Is this the only 8xx number failing?
Question #2: What is the originating number?
Question #3: Who is the technical point of contact for this issue?
Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: What Point Code are you sending this to?
Question #7: What is your internal ticket number?

Failed call WTS TDM

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What Telephone Number is being dialed? Is this the only number failing?
Question #2: What is the originating number?
Question #3: Who is the technical point of contact for this issue?
Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: What Point Code are you sending this to?
Question #7: What is your internal ticket number?

Failed call TFO VoIP

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What 8XX is being dialed? Is this the only 8xx number failing?
Question #2: What is the originating number?
Question #3: Who is the technical point of contact for this issue?
Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: SIP, what is the IP address you are sending to.....xx.xx.xx.xx
Question #7: What is your internal ticket number?

Failed call WTS VoIP

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What 8XX is being dialed? Is this the only 8xx number failing?

Question #2: What is the originating number?

Question #3: Who is the technical point of contact for this issue?
Question #4: What message is being received? (Make sure that you get the trailer at the end of the message)
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: SIP, what is the IP address you are sending to.....xx.xx.xx.xx
Question #7: What is your internal ticket number?

Template procedure for Facilities incident:

Loss of Carrier

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What is your circuit ID?
Question #2: What is the Hypercube Networks CTN?
Question #3: Who is the technical point of contact for this issue?
Question #4: What is the state of the circuit? (What alarm are you seeing i.e. AIS, Yellow, other?)
Question #5: What is the date and time of the failure? Year-month-day hour time zone
Question #6: Is Hypercube Networks the sole provider to you for this location?
Question #7: Is this a total market outage?
Question #8: Is there diversity in place for this route?
Question #9: Do you have the ability to reroute to an alternate provider until this is resolved?
Question #10: What is your internal ticket number?

Errors on circuit

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What is your circuit ID?
Question #2: What is the Hypercube Networks CTN?
Question #3: Who is the technical point of contact for this issue?
Question #4: What is the state of the circuit? (What alarm are you seeing i.e. AIS, Yellow, other?)
Question #5: What is the date and time of the failure? Year-month-day hour time zone
Question #6: Is Hypercube Networks the sole provider to you for this location?
Question #7: Is this a total market outage?
Question #8: Is there diversity in place for this route?
Question #9: Do you have the ability to reroute to an alternate provider until this is resolved?
Question #10: What is your internal ticket number?

Hypercube Networks

Fiber Cut

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What is your circuit ID?
Question #2: What is the Hypercube Networks CTN?
Question #3: Who is the technical point of contact for this issue?
Question #4: What is the date and time of the failure? Year-month-day hour time zone
Question #5: Is this a total market outage?
Question #6: Is there diversity in place for this route?
Question #7: What is your internal ticket number?

Template procedure for Request:

Maintenance/Emergency/Scheduled-Preventive Ticket Type

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What is being worked on?
Question #2: What is the expected impact? (circuit/s effected if applicable)
Question #3: Who is the technical point of contact for this issue?
Question #4: What is the maintenance window for the work being performed?
Question #5: What is the date and time of the call failure? Year-month-day hour time zone
Question #6: What is your internal ticket number?

Customer Inquiry and or MACD Change Ticket

Customer Contact:
Customer Phone:
Customer Email:
Question #1: What is changing?
Question #2: What is the originating IP info?
Question #3: Who is the technical point of contact for this issue?
Question #4: What are you adding or changing?
Question #5: When is this change needed? (Priority level)
Question #6: What is your internal ticket number?