



TATA COMMUNICATIONS



FAULT REPORTING PROCEDURE - IP TRANSIT

Dear Customer,

I would like to extend my personal appreciation for your company's commitment to Tata Communications. We, at Tata Communications are committed to ensuring that all of our customers receive the best in quality care and support.

In the following pages you will find helpful information on how to best interact with Tata Communications. You will find Tata Communications' Fault Reporting Procedure as well as contact and escalation information which will allow your company to communicate with Tata Communications 24 hours a day 7 days a week, to resolve any service issue you might have.

Thank you for choosing Tata Communications as your service partner for your Global Transport Telecommunication needs and we look forward to building a strong and successful relationship with your company.

My Very Best Regards,

Neeraj Sonker
Head, Service Assurance
Tata Communications

Our vision is to...

"...deliver a new world of communications to advance the reach and leadership of our customers."



Fault Reporting and Resolution - Table of Contents

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Objective

The purpose of this document is to describe the fault resolution process carried out by two integral departments within Tata Communications. These departments include the IP Service Desk (ISD) and the Global Network Management Center (GNMC); their ultimate goal: Provide the highest level of Customer Service and Satisfaction.

It is the mandate of each of these departments to exceed our Customer's expectations in all they provide. Tata Communications will accomplish this through continuous training, heightened professionalism, superb technical ability and a constant focus on exceeding customer requirements.

The following document details the relationship between the two departments and what they do to service and satisfy Tata Communications' Customers.

Organizations

IP service Desk (ISD): The ISD serves as the primary customer entry point for all IP service related faults. Acting as the customer advocate within Tata Communications the ISD owns overall customer satisfaction, notification communications and management of internal escalations 24 hours a day 7 days a week. The ISD is staffed by customer service professionals specialized in the Telecommunications industry. Working with Tata Communications' Network Management Centres, the ISD will track all faults until their resolution. Global Network Management Centre

Global Network Management Centre (GNMC): Tata Communications' state-of-the-art GNMC has a staff of graduate-level telecommunication technologists and engineers working on a 24x7 schedule. The GNMC's mandate is network management, network surveillance, and fault resolution. The GNMC is focused on the transport layer for all of Tata Communications' service offerings. Tata Communications' engineers, technicians, and support staff continuously monitor network operations and capacity to ensure stated service levels are achieved.



Fault Reporting

I. Reporting a new Fault

Tata Communications is committed to proactively isolating, diagnosing and resolving issues before service disruption occurs. Occasionally however this is not possible. In these situations customers should immediately report any service outage or other service fault to Tata Communications' IP Service Desk (ISD).

You can report service failures to Tata Communications through three different mediums:

- Via Tatacommunications.com customer zone portal, <http://customerzone.tatacommunications.com>.**
- Telephone.**
- Email at IPServiceDesk@tatacommunications.com**

Reporting a Fault via Tata Communications.com

To open a new trouble ticket via Tata Communications.com, please access the Customer Centre via <http://customerzone.tatacommunications.com>. Once in the 'Tatacommunications.com customer service portal' please enter your user name and password.

- Once you have entered your password please select 'View/Open a Trouble Ticket' from the menu on the left side of the page**
- To open new tickets please select 'Create New Ticket' from the left and side of the page and fill in the required fields.**

Upon the successful completion of the form you will be provided a Trouble Ticket number that you can reference when contacting the ISD for status on your issue or by returning to the Web and following the instructions to 'View Open Ticket'.

Note: Please note the password is case sensitive and has to be manually entered each time it is requested.



Reporting a Fault via Telephone or E-mail

When contacting customer service via telephone or email please be prepared to provide the following information:

- Your name, company name, telephone number**
- Date and time of fault occurrence(s)**
- Outage or impairment status (Facility Fault)**
- Circuit designation or IP Address (Facility/Interconnection Fault)**
- Short and concise description of the problem including all test results**

Upon receipt of this information, the ISD representative will enter all information into Tata Communications' globally integrated computerized fault management system. The following information will be provided to the customer:

- The name of the customer service agent accepting the referral, and**
- Tata Communications' fault ticket reference number**

For subsequent calls made for the open ticket the trouble ticket reference number should be used every time customer service is contacted.

Viewing a Pending Fault Ticket via Tata Communications.com

To view the status of any pending ticket via Tata Communications.com, please access the Customer Centre via <http://customerzone.tatacommunications.com>. Once in the 'Tatacommunications.com customer service portal' please enter your user name and password.

- Once you have entered your password please select 'View Trouble Ticket' from the menu on the left side of the page**
- This will show you a list of your trouble tickets registered with Tata Communications**



- Select the ticket from the list provided by 'clicking' on the line with the ticket number you are researching or
- enter the ticket number in the box marked 'Trouble No. here' to view the ticket in question. You can also query
- based on all Open Tickets or Closed Tickets in the Last 90 Days. You can also sort by Ticket number and scroll
- up and down using the scroll bar on the right side of the page.

- Once you select the ticket for which you are requesting status the following information will be displayed:
 - Trouble Ticket # (Tata Communications Ticket #)
 - Reference Ticket # (Your Ticket # should you have provided one upon ticket opening)
 - Status (Open or Closed)
 - Creation Date (The date the ticket was opened)
 - Description (Brief Description of Nature of Problem)
 - Contact Name & Telephone Number
 - Fault Action Log showing entire into the Trouble Ticket system. These are shown in reverse chronological order and by highlighting the entry a complete description of the entry will appear on the right side.

Gaining Access to Tata Communications.com 'Tata Communications customer service portal'

Accessing your trouble tickets via Tata Communications.com is the most rapid and convenient way to stay constantly aware of the fault resolution process for your faults pending with Tata Communications. In order to gain access, simply contact Tata Communications' ISD and any of our customer service representatives will provide you with access to the 'Tatacommunications.com customer service portal', Customer Centre.

Additionally if you are having problems with the application you can contact Tata Communications' ISD via the Home Page of 'Tatacommunications.com customer service portal' by clicking on 'Password Problems' shown on the menu on the left side of the page. This will allow you to send an email to the ISD where the representatives will be able to assist you in getting the issue resolved.



Resolution Procedures

Upon notification of a service outage or other service deficiency, the ISD will advise the appropriate network organization via our computerized fault management system. Since Tata Communications is an international telecommunications and data carrier, the service outage or service deficiency may be related to a particular link with a foreign carrier or localized within the territory of a foreign administration. In that case, the GNMC will co-ordinate the testing and repair work with the foreign carrier or administration. Throughout this process the ISD will follow the progress of this work, keeping the customer advised of the fault resolution process and ensuring rapid fault resolution.

Either upon receipt of a called-in fault report or from automatic fault detection, Network Operations personnel investigate to determine the source of the fault and attempt to resolve it. If this is not feasible, maintenance personnel are dispatched on a worldwide basis to the source of the problem.

Customer Status Updates

The ISD is responsible for comprehensive status feedback to customers. Feedback is given to customers as per the contract.

Repair Time and Escalation

Tata Communications maintains aggressive goals for Mean Time To Repair (MTTR). If the MTTR threshold is in jeopardy and/or if the customer feels it necessary, the customer may begin escalating the trouble within Tata Communications.

The following escalation guidelines apply to customer service interruptions:

- Escalation should be made at the given intervals until the trouble is isolated and a repair plan is implemented.**
- Escalation can vary after the isolation of the fault depending on repair activity underway and is not necessarily limited to set intervals.**
- Escalation will be based on fault duration, not length of time at the fix agency (even if the fix agency just received the ticket). The escalation clock starts when the ticket is opened.**



Fault Ticket Closure

Once the fault has been corrected, ISD will contact the Customer to ensure that they are satisfied the problem has been corrected. The trouble ticket will only be closed in accordance with the customer. The customer will always be provided with at least twenty-four (24) hours to re-test and confirm the problem is resolved.

Special Investigation Request (Incident Report)

If a customer is not satisfied with a particular fault clearance, or for any reason suspects that the problem is not entirely resolved and requires a more in-depth investigation, they can request a Special Investigation Report (Incident Report). Such request should be addressed in writing to the Head Customer Service (Wholesale Data) or their local customer account manager who will acknowledge its receipt and co-ordinate the investigation activities within Tata Communications



Our strategy is to...

“...build leading-edge IP-leveraged solutions advanced by our unmatched global infrastructure and leadership in emerging markets.”



ISD Contact and Escalation Numbers

<p>UIFN Number* +800 9333 3999 Direct: +1 514 868 7875 Fax: +1 514 868 8996 Email: IPServiceDesk@tatacommunications.com Country Specific Toll Free Numbers</p>			
Country	Number	Country	Number
Argentina	08002220069	Japan	00531162214
Bahrain	80000932	Mexico	0018005140346
Brazil	00081562030089	Norway	80013447
Canada	18005671950	Poland	008001114497
Chile	800201790	Portugal	800819512
China	108001400064	Russia	81080021611012
Colombia	018009190178	Spain	900981576
Denmark	80880408	Sweden	020798512
France	0800910517	Switzerland	0800838811
Germany	08001812364	Thailand	0018001562200592
Greece	0080016122030179	Turkey	00800142030326
Hong Kong (1)	800930578	U.K.	0800895256
Hong Kong (2)	800965063	U.S.A.	18889333399
Italy	800872018	Venezuela	08001003081

Note: UIFN Toll free access is currently available in Australia, Austria, Belgium, Denmark, Finland, France, Germany, Hong Kong, Ireland, Japan, Malaysia, Netherlands, New Zealand, Norway, Singapore, South Korea, Sweden, Switzerland, Taiwan, and the U.K. Refer to your account representative for availability of this service in your area.



Escalation List - Global Customer Service - IP Services

CONTACT	PHONE	EMAIL
1st Level: IP Service Desk(AS6453) (Shift Lead)	+1 514 315 7888 or +1 514.868 7888	IPServiceDesk@tatacommunications.com
2nd Level: Alex Varghese (Manager Operations)	Mobile:+91- 9225600270	alex.varghese@tatacommunications.com
3rd Level: S K Chalka (General Manager)	Mobile : + 91 9225609586	sk.chalka@tatacommunications.com
4th Level: G P Singh Head - Service Operations	Mobile : + 91 9223299168	gp.singh@tatacommunications.com
5th Level: Neeraj Sonker Sr. Vice President - Service Assurance & Operations Strategy	Landline: + 91 22 66289100 Mobile: + 91 9223416200	Neeraj.sonker@tatacommunications.com



Our commitment is to...

“...invest in building long-lasting relationships with customers partners and lead the industry in responsiveness and flexibility.”





www.tatacommunications.com