

# Fault Reporting & Escalation Procedures



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## Layer3 Documentation

This document is intended to be used as a guide to the Layer3 fault reporting and escalation procedures.

If any further information or explanation is required, kindly contact the Service Desk by sending an email to **support@layer3.cc** or calling on the numbers: **09 7822522, 09 8706059**.

### Brief definition of terms

**End User:** The individual using the service. The term End User thus distinguishes the user for which the product/service is designed from other users who provide or maintain the service for the End User.

**Service Level Agreement:** The Service Level Agreement is a document containing agreed service levels between the Customer and Layer3 upon signing a contract with Layer3.

**Service Request:** A Service Request (SR) is initiated by the Customer, Layer3 staff or Layer3 automated monitoring system and may be a fault which is being reported or a request for a change in the service being offered.

**Service Operations:** The Layer3 Service Centre is operated 24 hours a day, 7 days a week and 365 days a year.

Three (3) levels of escalations are defined below and these levels are managed internally by the Layer3 technical team. To escalate an incident after expiration of the agreed time-line for resolution, a Customer may willingly report the incident or fault to the technical account managers. If the response received from the technical account managers is not satisfactory then the manager of network operations may be contacted via phone or email.

For the purpose of response times and resolutions, normal office hours are defined as 08h00 to 17h00 (West Africa Time), excluding weekends and Nigerian Public Holidays.

## Escalation levels and contact numbers




All faults related to Layer3 services should be reported immediately to the Layer3 Service Desk by opening a trouble ticket at the relevant severity level. Upon evaluation of the report, or throughout the course of responding to the report, Layer3 may reclassify the severity based upon this evaluation. All fault reports should be made directly to Layer3’s Service Desk through the following methods **ONLY**.

Fault Reporting		
<b>Primary Lines</b>	<b>Service Desk</b>	<b>+234 9 7822522, +234 9 8706059</b>

<b>Service Delivery Engineer</b>	<b>Paul Onoja</b>	<b>+234 704 049 9271</b>	<b>paul.onoja@layer3.cc</b>
<b>Network Administrator</b>	<b>Edward Jide</b>	<b>+234 704 233 4028</b>	<b>edward.banjo@layer3.cc</b>
<b>Network Administrator</b>	<b>Ali Salihu</b>	<b>+234 704 049 9276</b>	<b>ali.salihu@layer3.cc</b>

<b>Network Administrator</b>	<b>Taiwo Kadiri</b>	<b>+234 704 3408978</b>	<b>taiwo.kadiri@layer3.cc</b>
<b>Manager, Network Operations</b>	<b>James Akpan</b>	<b>+234 704 2049796</b>	<b>james.akpan@layer3.cc</b>

<b>Email</b>	<b>support@layer3.cc</b>
<b>Online</b>	<b>http://csportal.layer3.cc</b>

-  1<sup>st</sup> Level Escalation
-  2<sup>nd</sup> Level Escalation
-  3<sup>rd</sup> Level Escalation

**NOTE: LAYER3 WILL MAKE ITS BEST EFFORT BUT CANNOT ASSURE PROMPT RESPONSE TIMES FOR FAULTS REPORTED BY MEANS OTHER THAN THESE STATED.**

When notifying a problem to the Layer3 Service Desk, the Customer is requested to provide the following information to ensure efficient and proper handling of the report:

- Trouble Ticket number (if assigned)
- Customer ID or Account ID, if necessary
- Name, Company Name, Contact telephone number(s)
- Date and Time of the incident being reported
- Full description of the problem, including all relevant information available (e.g. router logs).

## **First Response Times**

First response times are measured from the time the fault is logged via phone call or email to the support address. The Layer3 Service Desk will respond to all incidents reported within 30 minutes after the fault is logged both within and after normal working hours and on a daily basis. If the fault cannot be rectified after the expiration of this time, then the escalation process will be invoked.

## Escalation Time Frames

The table below is an indication of escalation time-lines depending on the severity of the Service Request (SR). These time-lines are a guide and are not prescriptive.

Severity	1 <sup>st</sup> Escalation	2 <sup>nd</sup> Escalation	3 <sup>rd</sup> Escalation
1	1 hour	2 hours	4 hours
2	3 hours	6 hours	8 hours
3	6 hours	12 hours	16 hours

## Severity Definitions and Response Times

The severity of a SR indicates the impact of the SR on the Customer's business. The severity is determined by the Customer at the time the SR is logged. Response and resolutions times vary according to the severity associated with the SR. The following classifications apply to SR's:

Severity	Definition
1	Critical outage. Production service is down with critical impact on business processes.
2	Fault or outage causing degradation of performance such that normal business processes are retarded or hampered.
3	Change request. Minimal or no impact on business processes.