



Fault Management Procedure for Cable Connectivity Products (CableWay, PassageWay, CableAccess)

Fault Reporting

1. Faults will be reported to the International Transport Network Management Center by telephone at: **+357 22702778** which operates on a 24X7 basis.
2. Faults may be reported in parallel by e-mail to the following address:

its.nom@cyta.com.cy

Information to be provided by the Customer during Fault Reporting:

1. customer name and service description
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 will open a trouble ticket and inform the customer about the ticket number. This number will be used for reference in all relevant communications.

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 may contact the International Wholesale Market Division at global@cyta.com.cy, making reference to the trouble ticket number.



Escalation Contacts for Cable Connectivity Products (CableWay, PassageWay, CableAccess)

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 International Transport Network Management Center where the customer calls for assistance.

Level 1: The Supervisor responsible for the International Transport Network Management Center

Level 2: The System Engineer.

Level 3: The Head of the Transport Network.

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	24X7 Service Int. Management Center Duty Technician International Transport Network Tel: +357 22702778 (24h) Mob: +357 99410463 e-mail: its.nom@cyta.com.cy	Mr. Sotiris Iakovides Int. Management Center Supervisor International Transport Network Tel: +357 22702742 Mob: +357 99410442 e-mail: sotiris.iakovides@cyta.com.cy	Mr. Savvas Soutzis System Engineer International Transport Network Tel: +357 22702740 Mob: +357 99610318 e-mail: savvas.soutzis@cyta.com.cy	Mr. Costas Agrotis Head International Transport Network Tel: +357 22702316 Mob: +357 99610319 e-mail: costas.agrotis@cyta.com.cy