



## Fault Management Procedure for IPLCs *BusinessLink & EthernetLink*

### Fault Reporting

Faults shall be reported to Cyta's Network and Services Management Center (N&SMC) which operates on a 24x7 basis, using the following alternative methods

Telephone: **+357 22702978 or +357 22702580**

Email: [nsmc@cyta.com.cy](mailto:nsmc@cyta.com.cy)

### Information to be provided by the Customer during Fault Reporting:

1. Customer name and circuit ID (i.e. PW number).
2. Contact details of the customer's technical person dealing with the fault (name, telephone number and e-mail address).
3. 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 based in Cyprus may contact directly their Account Manager whereas customers based outside Cyprus may contact the International Commercial Services at [global@cyta.com.cy](mailto:global@cyta.com.cy), making reference to the trouble ticket number.

### Escalation Contacts

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

<b>Level 0</b> Duty Technician 24x7 Service	Tel: +357 22702978 or +357 22702580 Email: <a href="mailto:nsmc@cyta.com.cy">nsmc@cyta.com.cy</a>
<b>Level 1</b> Duty Engineer  System Engineer (if required)	Tel: +357 22707708, Email: <a href="mailto:nsmc@cyta.com.cy">nsmc@cyta.com.cy</a>  Mr. George Yiannakis Tel: +357 22701290, Mob: +357 99610290 Email: <a href="mailto:georgios.yiannakis@cyta.com.cy">georgios.yiannakis@cyta.com.cy</a>
<b>Level 2</b> Head of N&SMC	Mr Agis Piperides Tel: +357 22701223, Email: <a href="mailto:agis.piperides@cyta.com.cy">agis.piperides@cyta.com.cy</a>

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