



## **Fault Management Procedure for International Wholesale Voice Products (VoiceSelect, VoiceDirect, VoiceTransit)**

### **Fault Reporting**

Faults will be reported to the Network and Services Management Center by telephone at **+357 22702579** or by e-mail to **fts-nmc@cyta.com.cy**.

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

1. Customer contact details (name, telephone number and e-mail)
2. An accurate and complete problem description
3. Available details (i.e. CDR examples and/or call traces)

### **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 of the trouble ticket by email.

After the fault repair the customer will be notified to confirm that the issue has been resolved. If it is confirmed, the trouble ticket will close.



## Escalation Contacts for International Wholesale Voice Products (VoiceDirect, VoiceSelect, VoiceTransit)

The escalation list that may be initiated by the customer is as below:

Level 0: The Network and Services Management Center where the customer calls for assistance.

Level 1: The Duty Engineer and, if required, the System Engineer responsible in the Network and Services Management Center.

Level 2: The Head of the Network and Services Management Center.

Level 3: The Manager responsible for the Operation and Maintenance of Networks.

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
<b>Operation and Maintenance</b>	<p><b>24x7 Service</b></p> <p>Network &amp; Services Management Center</p>	<p><u>Duty Engineer</u></p> <p>Tel: +357 22707708 e-mail: <a href="mailto:nsmc@cyta.com.cy">nsmc@cyta.com.cy</a></p>	<p>Mr. Agis Piperides</p> <p>Head Network &amp; Services Management Center</p> <p>Tel: +357 22701223 Mob: +357 99610223 e-mail: <a href="mailto:agis.piperides@cyta.com.cy">agis.piperides@cyta.com.cy</a></p>	<p>Mr. Georgios Malikides</p> <p>Manager Network &amp; Services Operation</p> <p>Tel: +357 22705650 Mob: +357 99650550 e-mail: <a href="mailto:georgios.malikides@cyta.com.cy">georgios.malikides@cyta.com.cy</a></p>
	<p><u>Duty Technician</u></p> <p>Tel: +357 22702579 e-mail: <a href="mailto:fts-nmc@cyta.com.cy">fts-nmc@cyta.com.cy</a></p>	<p><u>System Engineer</u></p> <p>Mr. Christakis Nicolaidis</p> <p>Network &amp; Services Management Center</p> <p>Tel: +357 22701408 Mob: +357 99610407 e-mail: <a href="mailto:christakis.nicolaides@cyta.com.cy">christakis.nicolaides@cyta.com.cy</a></p>		