



Fault Management Procedure for Satellite Connectivity Products and Facilities (SpaceWay, Teleport, VideoSelect)

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 Commercial Services at global@cyta.com.cy, making reference to the trouble ticket number.

Escalation Contacts for Satellite Connectivity Products and Facilities (SpaceWay, TelePort, VideoSelect)

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 System Engineer responsible and, if required, the Head of the International Transport Network Management Center.
- Level 2: The Head of the Transport Network, Central Systems.
- 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
Operation and Maintenance	<p>24X7 Service</p> <p>International Transport Network Management Centre</p> <p><u>Duty Technician</u> Tel: +357 22702778</p> <p>e-mail: its.nom@cyta.com.cy</p>	<p><u>System Engineer</u></p> <p>Mr. Nikos Christoforou Backbone Networks- International Transport Network</p> <p>Tel: +357 22702773 Mob: +357 99510428 e-mail: nikos.christoforou@cyta</p>	<p>Mr. Costas Agrotis Earth Station Manager Backbone Networks- International Transport Network</p> <p>Tel: +357 22702316 Mob: +357 99610319 e-mail: costas.agrotis@cyta</p>	<p>Mr. Costas Psillides Manager Backbone Networks</p> <p>Tel: +357 22701498 Mob: +357 99610498 e-mail: costas.psillides@cyta</p>