

OUR SERVICE ASSURANCE TEAM WILL SUPPORT YOU

Your service is now live



WHAT DOES OUR SERVICE ASSURANCE TEAM DO?

- Once your service is live, our Service Assurance team takes over the day-to-day management.
- Our team is geographically resilient and operates 24/7/365. Day or night, there is someone who can help you with any service issues.
- Our team looks after in-life service support issues and manages any major incidents that impact our network.
- Each incident is assigned a ticket number, which you can use to track all interactions.



NEED TO LOG A TICKET?

- The fastest and easiest way to log tickets is to use our customer portal, **EnvisionDX**. Simply log in and access the Ticket page.
- Alternatively, you can send an email or call us directly. Your Service Assurance team phone.
- Alternatively, you can send us an email at **noc@gtt.net**.
- You will receive a confirmation email with your ticket number once a ticket has been created.



PROACTIVE TICKETS

- For our Managed Services product, we continuously monitor our equipment at your site and will proactively log a ticket in the case of a service outage.
- Our Service Assurance team will start to investigate the issue. You will receive updates via email or you can track the progress in **EnvisionDX**.



GETTING UPDATES

- Throughout the lifecycle of your ticket, you will receive updates via email from your Service Assurance team. You can also track the progress of your ticket in **EnvisionDX**.
- In case you need to escalate due to business impact or other reasons, please refer to your Service Assurance team escalation matrix in **EnvisionDX** for information on next steps.
- When a ticket is resolved, you will be invited to evaluate your experience with our Service Assurance team. We would love your help to understand how we did and learn how we can improve.



PLANNED MAINTENANCE

- Planned maintenance can be defined as any scheduled activity that is carried out routinely on GTT's or our partners' networks to maintain or optimize service.
- For any service impacting work, you will receive a notification detailing the service(s) expected to be impacted, impact duration, maintenance duration and a brief description of the type of maintenance being carried out. For all non-emergency maintenance, you will receive the maintenance notification 10 calendar days in advance.
- Reminders will be issued at the start and end of each maintenance, and all detail is visible on **EnvisionDX** (viewable as a red flag on the right-hand side of the dashboard).

IMPORTANT

To ensure faster repair times, when logging a ticket please provide:

- The local contact
- Hours of operation
- Equipment status
- Any testing performed from your side

RESOURCES

Find a quick tutorial on how to create tickets in **EnvisionDX** [here](#).

GETTING AN ACCOUNT

Ask your company administrator, your account team, or request an account [here](#).



TOP TIP

Tickets are assigned a priority depending on the impact to you:

P1 – service/site is down

P2 – degraded performance

P3 – no services affected