

# Technical Support Reporting Information

## Contact Information:

- Phone Numbers:
  - Technical Support - 1-855-226-0531
  - Sales & Billing Support - 1-855-226-0530
- E-mail:
  - Technical Support - support@irontonglobal.com
  - Sales Support - sales@irontonglobal.com
  - Billing Support - billing@irontonglobal.com
  - Basic Information - info@irontonglobal.com
- Web Site
  - www.irontonglobal.com
  
- Services Supplied by an Agent or Vendor:
  - Contact your agent before contacting Ironton Global for assistance.

## Support Reporting Procedures:

1. Call Ironton Global at the number noted in "**Contact Information**" for the type of support required, and provide the required information, as noted in "**Required Ticket Information**", for a ticket to be opened.
  - A. For High Priority Technical support issues it is recommended they are reported using our phone support.
    - I. Technical Support on service effecting issues.
    - II. Technical support issues requiring detailed information or testing of a specific service.
2. Send an e-mail to the address associated with the type of support required, at the appropriate e-mail address noted above, in the format noted below. Ironton Telephone will send an e-mail response with our internal ticket number as well as any updates. Tickets may be updated by responding to replied e-mail received.
  - A. Technical support responds to emails within a 2 to 4 hours.
  - B. E-mail Format:
    - To: E-mail address associated with level of support required
    - Subject: Subscriber Name / Company Name - Account ID - Brief Description of Issue
      - **Technical support Example:**
        - **ABC Company - 1555555555 - Dead Air to Fast Busy when calling 1-555-555-5555**
    - Body: Provide necessary information as outlined on page 2.
      - **Technical Support Example:**
        - Origination #
        - Termination #
        - Time & Date of Call
        - Failure Type
          - What was heard during the call failure.
  - C. E-mails not containing required information about a failure will be returned for clarification.
    - I. Repairs cannot be processed without the correct information.

## Required Technical Support Information:

1. Required Information:
  - A. Contact Name, Contact Number and E-mail Address
  - B. Company Ticket Number (If Applicable)
  - C. Originating and Terminating Numbers
    - I. Origination = Calling Number
    - II. Termination = Called Number(s)
  - D. Date, Time and Time zone of the call example
    - I. **Must be reported within 24 hours.**
  - E. Type of Call
    - I. **Examples:** Direct Dial, Extension to Extension, International, Fax, Voice Mail, Etc.
  - F. Failure Description and Details.
    - I. **Examples:** Post Dial Delay for 20 seconds, One-way Voice Path from Originating number to Terminating number.

## Technical Support Failure Types:

1. Non Emergency Issues:
  - *Will be processed in the order the issues are reported.*
  - A. Dead air to or from an individual number(s).
  - B. Fax or modem failures to or from an individual number(s).
  - C. No or incorrect caller ID on incoming or outgoing calls.
  - D. No DTMF (Unable to navigate prompts or enter Digits in an Auto Attendant).
  - E. One way talk path to an individual number(s).
    - I. Supply which party cannot hear the other during call and when during call.
  - F. Post Dial Delay. (Delay in hearing ringing or connection of call).
  - G. Voice quality (Static, garbled speech, echo, low volume, etc.) on a single call.
2. Emergency Issues:
  - A. Unable to place or receive any calls.
3. Non-Ironton Global Issues:
  - **Contact your IT Department or Internal Network Vendor before contacting Ironton Global.**
  - **Assistance repairing these issues will be billed at the current hourly and material rate.**
  - A. Devices not connecting to the internal network.
    - I. Device is not pulling internal IP address.
  - B. Failures due to internet provider.
  - C. Failures due to internal network.
    - I. Devices not registering when connected to the internal network.
      - a. Firewall Issues.
      - b. Switch and Router Issues.
      - c. Internal Cabling Issues.

## Repair Escalation Procedure Information:

- During Business Hours (Monday through Friday 8:00 am – 5:00 pm ET.)
  - E-mail response from the assigned Ironton Global NOC support specialist of investigation progress, testing results, and any action taken within 4 hours of the initiating e-mail trouble ticket.
- After-Hours
  - E-mail response from the assigned Ironton Telephone NOC technician of investigation in progress, testing results, and any action taken no later than 10:00 am the next day from the initiating E-mailed trouble ticket.

***Failure by the NOC Team to respond within the 4 hour designated interval, please escalate through the Ironton Telephone Escalation Procedure.***

***Emergency service requires the NOC Team to respond within the 2 hours of the initial notification of the emergency.***

***Failure by the NOC Team to respond to an Emergency within the 2 hour designated interval, please escalate through the Ironton Global Escalation List.***

	Contact	Number
Level 1	E-mail  Tim Mattes Repair Specialist  Ian Sim Repair Specialist  Darius Mendez Repair Specialist  William (Bill) Dalton Repair Specialist	support@irontonglobal.com  Work: 610-799-3131 - X219  Work: 610-799-3131 - X247  Work: 610-799-3131 - X285  Work: 610-799-3131 - X262
Level 2	Jeffrey Brady Repair Manager	Work: 610-799-3131 - X234
Level 4	Gary Yencho NOC Manager	Work: 610-799-3131 - X208



# Customer Maintenance Reporting Information:

## Contact Information:

- Phone Number:
  - Technical Support - 1-855-226-0531
- E-mail:
  - Technical Support - support@irontonglobal.com
- Services Supplied by an Agent or Vendor:
  - Contact your agent before contacting Ironton Global for assistance.

***Ironton Global recommends customers report maintenance, to be performed to their equipment, when the following conditions are met to help diagnose any issues occurring after said maintenance is performed.***

- Commercial or backup power is unavailable to the customer location.
- Internet is unavailable to deliver calls to customer location.
  - Including changes to internet transport or providers.
- Upgrades are performed to the following Network Equipment.
  - Internet provider equipment.
  - Firewall
  - Routers and Switches
- Replacement of the following Network Equipment.
  - Internet provider equipment
  - Firewall
  - Routers and Switches

## Required Maintenance Information:

- Notification provided 72 hours prior to Scheduled Maintenance.
  - Contact Name, Contact Number and E-mail Address
  - Company Ticket Number (If Applicable)
  - Date, Time and Time zone of the maintenance
  - Estimated Impact and Downtime
  - Maintenance Description and Details