

# Customer Service Support Process

V2.2  
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External Customer Document

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## DOCUMENT HISTORY

Name	Description	Date
Rebecca Young	Initial Documentation	8/4/2022
Rebecca Young	Document Updates	3/13/2023
Rebecca Young	Cisco Updates	3/28/2024

## 1.0 Introduction

This document is intended to outline the NUWAVE support policy and provide guidance on submitting support desk tickets and define the process and expectations of ticket management and resolution.

### 1.1. Audience

This document is for external use. It is intended for customers of NUWAVE services.

### 1.2. Support Responsibilities

NUWAVE's Support Team acts as the primary point of contact for all assistance-related needs and inquiries. Troubleshooting and research is performed on all tickets; our team also provides ongoing updates throughout the life of a ticket, including technical intervention and resolution notification.

### 1.3. Service Hours

Service support is available 24 hours a day, 7 days a week for all Severity levels.

## 2.0 Submitting a Service Support Tickets

### 2.1. Identifying Cause for Ticket Submission

Below are suggested (but not limited to) reasons a customer may submit a support desk ticket to NUWAVE. NUWAVE will provide phone and email support to customers. Customers will submit tickets with the requested information in section 2.2. Reasons below are also identified by support queue and the internal team that supports the trouble type.

## **NOC Voice Engineering Queue:**

- NUWAVE voice network issues
- Call quality issues (verified not Teams Related)
- SIP trunk related issues
- Call completion issues ingress/egress
- IP connectivity issues for direct peering/BGP customers
- Fraud
- Hosted Platform related issues
- Faxing related issues

## **NOC UC Engineering Queue:**

- Dynamic 911 Issues
- Teams, Zoom or Webex User Provisioning or Peering Issues
- DR or OC Tenant Validation Issues
- Teams, Zoom or Webex calling issues (that have been determined to be UC related and not network)
- Teams, Zoom or Webex Call queue or auto attendant issues
- Teams, Zoom or Webex Conference Phone/Room Phone issues
- Teams PowerShell related questions or issues
- iPILOT help site set up or access

## **iPILOT Service Support Queue:**

- Add/remove/edit users
- Log in or SSO (Single Sign On) errors
- Inventory moves
- Inventory display or function errors
- Feature display or function errors
- Customer iPILOT account support
- Zoom License ordering or management issues

## 2.2. How to Submit a Support Ticket

Customer will submit all support requests or inquiries to [Support@iPILOT.io](mailto:Support@iPILOT.io) with required information about the incident or inquiry using the templates provided below:

### **NOC Voice/Fax Calling Issues:**

- Call examples including calling party and called party TNs and time and date of call within 24 hours
- Results of call when placed

### **SIP Trunk or IP Connectivity Issues:**

- Customer IP
- Received errors

### **Teams, Zoom or Webex Dynamic 911**

- 911 calling issue or provisioning issue described
- For call issues, call examples including calling party and called party TNs and time and date of call and device type used to place call within 24 hours
- For provisioning issues, description of error itself and describe steps and actions taken triggering error

### **Teams, Zoom or Webex Tenant/Account Validation**

- Description of error
- Stage of validation error occurred

### **Teams, Zoom or Webex User Provisioning or Peering**

- Customer name
- Affected user and UPN (user principal name)
- Telephone number if applicable
- Description of trouble

### **Teams, Zoom or Webex Calling**

- Call examples including calling party and called party TNs and time and date of call within 24 hours
- Copy of CDR from Teams admin center within 24 hours (Teams)
- Call flow description (auto attendant, call queue, forward etc.)
- Result of call when placed

### Teams, Zoom or Webex Call Queue, Auto Attendant and Room Phones

- UPN assigned to the affected account or user
- What type of license is assigned to the affected user
- Call flow description (auto attendant, call queue, forward etc.)
- Description of error

### iPILOT User Updates or Errors

- Customer name, username, TN and email of user and change to be made
- Customer name, username and ID experiencing error
- Description of error

### iPILOT Platform Connectivity

- Description of connectivity issue

### Inventory Moves

- Original customer name and new customer's name
- Excel list of TNs to be moved
- Requested time and date of move

### Inventory or Feature Display

- Customer name
- TNs affected
- Feature or area of display affected
- Correction needed

### Email Ticket Submission Example #1:

Inbound NOC Voice/Fax Calling Issues should be submitted to the support desk in the following format:

To: [Support@iPILOT.io](mailto:Support@iPILOT.io)

Subject line: NOC Voice/Fax Calling Issues

Body of the message:

**Reported issue:** Please provide the Call examples including calling party and called party TNs and time and date of call within 24 hours.

**Result of call when placed:** Please paste the results of the call when placed here

## Email Ticket Submission Example #2:

Inbound Teams Voice Calling Issues should be submitted to the support desk in the following format:

<p><b>To:</b> <a href="mailto:Support@iPILOT.io">Support@iPILOT.io</a></p> <p><b>Subject line:</b> Teams Voice Calling Issues</p> <p><b>Body of the message:</b></p> <p><b>Reported issue:</b> Please provide the Call examples including calling party and called party TNs and time and date of call within 24 hours.</p> <p><b>Result of call when placed:</b> Please paste the results of the call when placed here</p> <p><b>What was the flow of the call placed?</b> Did it hit an Auto Attendant or Call Queue first and then transfer to a user? Place the flow here</p>
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### 2.3. Internal Monitoring, Event/Alert Identification and Notification Tickets

NUWAVE has implemented full network and connection monitoring and proactively notifies customers when any Sev-1 event occurs. A ticket will be opened internally, and any affected customer will be documented and notified.

## 3.0 Contact Response Times and Priority

### SEV-1 Critical Incident / High Impact

A Critical, or Severity 1, alarm condition is defined as:

A service disruption that has or could result in a significant financial, reputational, or regulatory impact to Customers' business, operations or customer, client, associate, financial legal/regulatory and/or public relations. Large Sev1 30% outage for one network issue for a major customer or multiple customers that are opening like tickets (Such as caused by one of our ingress/egress peers) NUWAVE will maintain one Sev1.

In a Critical alarm condition, a NUWAVE Technical Support Engineer will use reasonable efforts to acknowledge the reported defect within fifteen (15) minutes and keep all incident notes for RCA analysis.

## SEV-1 Critical Incident / High Impact

Contact Type	Contact Type	SLO Target
Initial	Within 30 minutes of ticket receipt	95%
Resolution	Within 4 hours	95%

## SEV-2 Major Incident / Significant Impact

A Major or Severity 2 alarm condition is defined as:

Service disruption that has or could result in moderate impact to Customers' business or its operations. Customer, client, associate, financial legal/regulatory and/or public relations aspect of services may be impacted. < 30%

In a Major alarm condition, a NUWAVE Technical Support Engineer will use reasonable efforts to acknowledge the reported defect within twenty (20) minutes of the reported defect or service event. The department manager and engineer will initiate the RCA.

## SEV-2 Major Incident / Significant Impact

Contact Type	Contact Type	SLO Target
Initial	Within 30 minutes of ticket receipt	95%
Resolution	Within 12 hours	95%

## SEV-3 Minor Incident / Low Impact

A Minor, or Severity 3, alarm condition is defined as one or more of the following:

Service disruption may be inconvenient to a user but has no immediate or significant impact on the Customers' business or its operations. These include problems where actual or potential impact on business functions and practices is low from a customer, client, associate, financial legal/regulatory and/or reputational perspective.

In a Minor alarm condition, a NUWAVE Technical Support Engineer will use commercially reasonable efforts to acknowledge the reported Defect within one (1) hour of issuance. A Minor alarm condition will be reviewed via RCA to provide a solution with a final fix and a target resolution within sixteen (16) business hours. If a Licensed Software Fix is required to resolve the condition, the issue will be assessed for inclusion in the next general release.



## SEV-3 Minor Incident / Low Impact

Contact Type	Contact Type	SLO Target
Initial	Within 4 hours of ticket receipt	95%
Resolution	Within 4 business days	95%

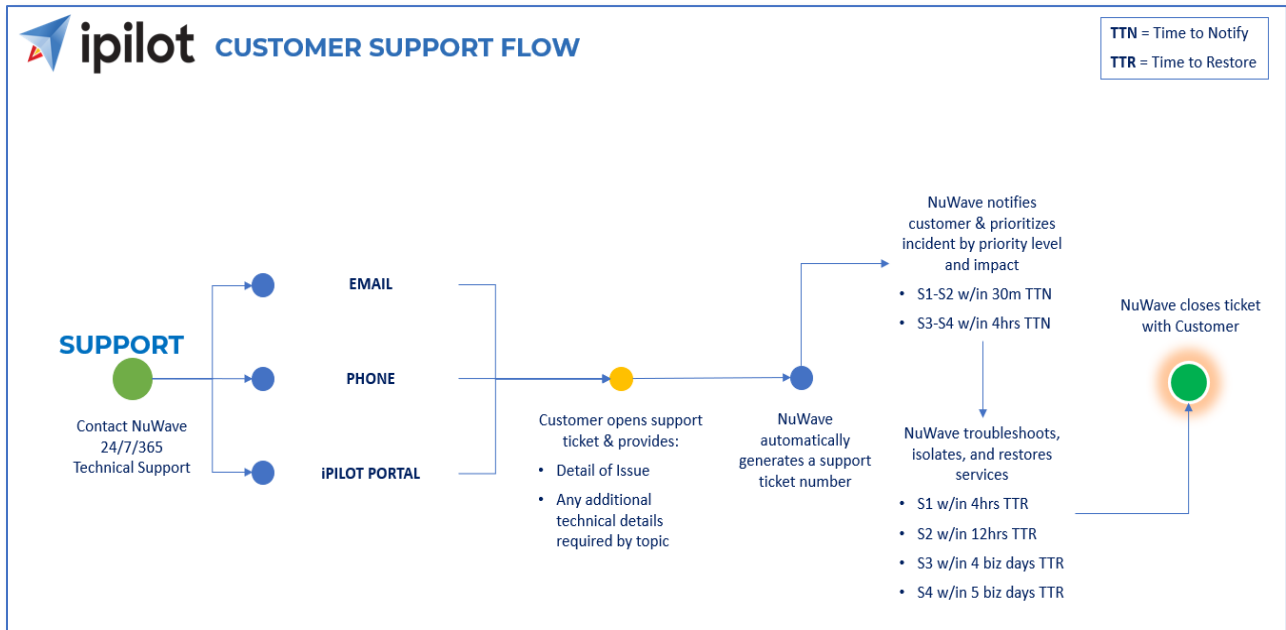
### SEV-4 Non-Essential

A Non-Essential, or Severity 4, are defined as inquiries, routine changes, and non-service affecting anomalies that are reported as trouble tickets will be acknowledged by NUWAVE within four (4) hours of the ticket generation with a target resolution of 5 business days.

## 4.0 Support Ticket Management and Expectations

Tickets may be submitted via phone by calling our support line or by email. It is preferred to submit tickets via email to ensure documented details regarding the incident. Phone reports will also generate a support desk ticket and will be updated via email using the provided contact information upon initial report by the customer.

- Ticket is received by support desk, once ticket is created submitter will receive auto response via email
- Support desk identifies ticket type and directs the ticket to the appropriate team queue
- Assigned support team identifies the issue and begins investigation
- Issue is identified and necessary members are engaged to begin work on resolution and provide ETR
- Updates are provided to customer/partner based on contact response times above or in SLA
- Upon resolution of trouble, customer/partner is notified. If customer/partner does not confirm resolution or respond within 3 business days to support follow ups, ticket will be closed
- If applicable, RCA (root cause analysis) is provided to customer



## 5.0 Billing Support

Billing inquiries may be submitted via phone by calling our support line or by email. Emails should be sent to [billing@nuwave.com](mailto:billing@nuwave.com). It is preferred to submit requests via email to ensure documented details regarding the inquiry. All inquiries will be responded to within 2 hours.

## 6.0 Escalation Contact Matrix

### ESCALATION MATRIX- NOC NETWORK ENGINEERING

LEVEL	Priority 1	Priority 2&3	CONTACT	ROLE	CONTACT DETAILS
LEVEL 1	Immediate	Immediate	NOC Support	Support Desk	EMAIL : <a href="mailto:Support@nuwave.com">Support@nuwave.com</a>
					DIRECT : US +1 (888)-368-9283 DIRECT : EU +44 20 7153 6040
LEVEL 2	After 1 HRs	After 2 HRs	Chris Harris	Network Operations Manager	EMAIL : <a href="mailto:charris@nuwave.com">charris@nuwave.com</a>
					DIRECT : +1 (541)-951-6993
LEVEL 3	After 4 HRs	After 6 HRs	Kyle Thomas	Chief Technology Officer	EMAIL : <a href="mailto:kyle@nuwave.com">kyle@nuwave.com</a>
					DIRECT : +1 (732)-719-8046
LEVEL 4	After 8 HRs	After 10 HRs	Mark Bunnell	Chief Operations Officer	EMAIL : <a href="mailto:Markb@nuwave.com">Markb@nuwave.com</a>
					DIRECT : +1 (702)-820-5997

## ESCALATION MATRIX – NOC UC ENGINEERING

LEVEL	Priority 1	Priority 2&3	CONTACT	ROLE	CONTACT DETAILS
LEVEL 1	Immediate	Immediate	NOC Support	Support Desk	EMAIL: <a href="mailto:Support@nuwave.com">Support@nuwave.com</a> DIRECT: US +1 (888)-368-9283 DIRECT: EU +44 20 7153 6040
LEVEL 2	After 1 HRs	After 2 HRs	Shane Dunnivant	Senior UC Engineer	EMAIL: <a href="mailto:sdunnivant@nuwave.com">sdunnivant@nuwave.com</a> DIRECT: +1 (505)-510-7936
LEVEL 3	After 4 HRs	After 6 HRs	Kyle Thomas	Chief Technology Officer	EMAIL: <a href="mailto:kyle@nuwave.com">kyle@nuwave.com</a> DIRECT: +1 (732)-719-8046
LEVEL 4	After 8 HRs	After 10 HRs	Mark Bunnell	Chief Operations Officer	EMAIL: <a href="mailto:Markb@nuwave.com">Markb@nuwave.com</a> DIRECT: +1 (702)-820-5997

## ESCALATION MATRIX – IPILOT SERVICE SUPPORT

LEVEL	Priority 1	Priority 2&3	CONTACT	ROLE	CONTACT DETAILS
LEVEL 1	Immediate	Immediate	NOC Support	Support Desk	EMAIL: <a href="mailto:Support@nuwave.com">Support@nuwave.com</a> DIRECT: US +1 (888)-368-9283 DIRECT: EU +44 20 7153 6040
LEVEL 2	After 1 HRs	After 2 HRs	Sierra Hammond	Provisioning Manager	EMAIL: <a href="mailto:Shammond@nuwave.com">Shammond@nuwave.com</a> DIRECT: +1 (541)-393-9243
LEVEL 3	After 2 HRs	After 4 HRs	Rebecca Young	VP of Service Assurance	EMAIL: <a href="mailto:Rebecca.young@nuwave.com">Rebecca.young@nuwave.com</a> DIRECT: +1 (360)-940-2460

## 7.0 Root Cause Analysis

### 7.1. Root Cause Analysis (RCA) Guidelines

NUWAVE's Technical support team will provide the following information regarding the event or incident:

1. Provide brief description of the incident/Event
2. Document Incident details, time, impact, locations etc.
3. Document interim/permanent fix applied
4. Identify potential cause of the incident
5. Close the RCA and associated problem ticket

## 7.2. Root Cause Scope

In-Line with the Incident Management Policy, NUWAVE will identify RCA for each **Severity 1 incident**, RCA for any other type of incidents/events will be based on exception approval. All incidents will generate an RCA utilizing the engineering notes of each incident

## 7.3. Root Cause Analysis Governance

Each RCA request will be created and reviewed by the department's team lead and approved by the department manager and CTO before publishing with the customer/partner. All RCA to be attached in respective Incident ticket and Problem ticket as applicable. RCA will be shared out with all support staff management, COO and Sales/Account Manager for customer account, then stored in RCA repository within NUWAVE.

## 7.4. Root Cause Analysis Timelines

- Preliminary root cause analysis (RCA) -> Twenty-Four (24) hours of service mitigation
- Full root cause analysis (RCA) -> Within 4 (Four) Business days of resolution