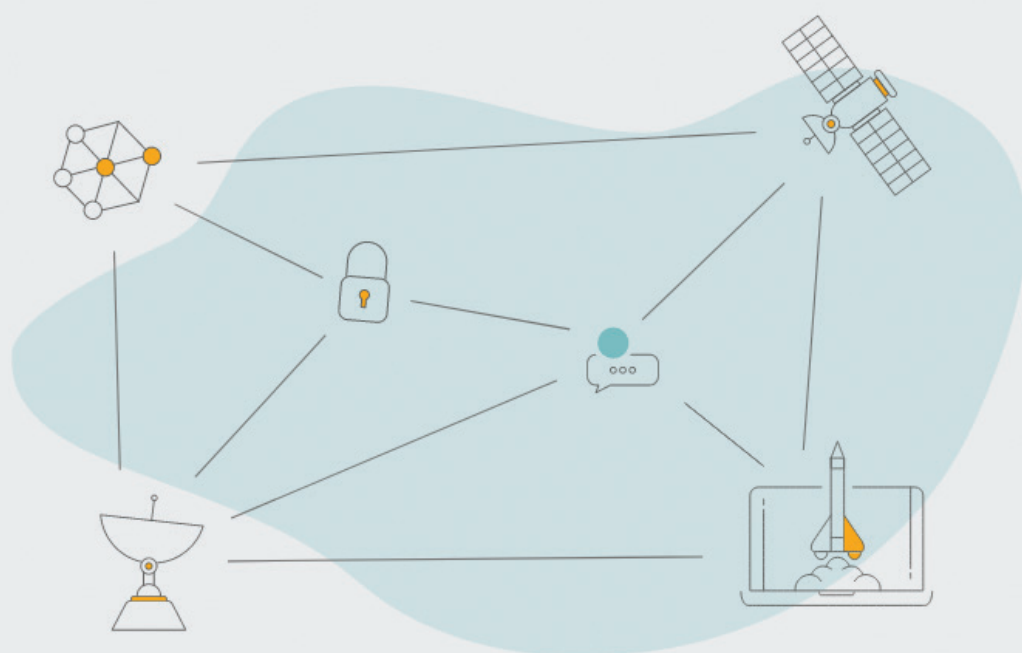


NETERRA SERVICES HANDBOOK



| | |
|---|----------|
| Purpose | 3 |
| From request to delivery | 4 |
| Service delivery | 5 |
| Contact details | 5 |
| Billing | 6 |
| Customer Service | 7 |
| Service monitoring | 8 |
| Incident reporting | 9 |
| Incident severity categorization | 10 |
| Reporting and Escalations processes diagram | 11 |
| Incident escalation | 12 |



PURPOSE

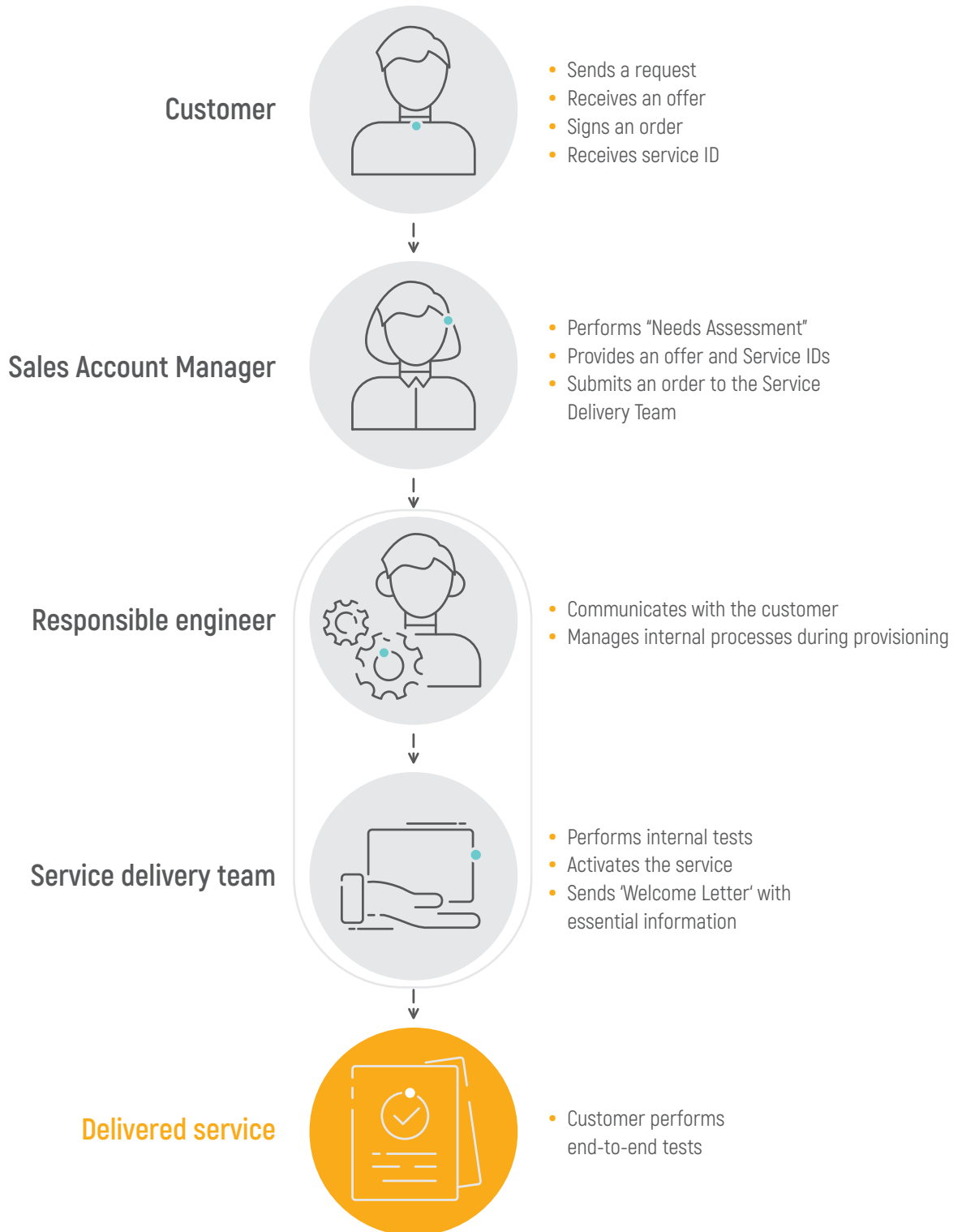
We provide you with necessary and useful information to aid any support level requirements upon service delivery and activation

From request to delivery

Primary point of contact for service ordering is your **Sales Account Manager**.

For Sales escalation you can contact your Sales Account Manager, or sales@neterra.net where your request will be processed.

You can also use our platform my.neterra.net to get an offer online.



Service delivery

Neterra service delivery team manages the provisioning process for all orders. It ensures smooth and close working relationship by high dedication and professional attitude towards our customers.

Upon receipt of a service order a **Responsible Engineer** is assigned to you. The corresponding engineer will see through the service delivery process till its successful completion.

Contact details

| Level | Level of Responsibility | Contact Details |
|-------|--|--|
| 1 | Delivery team Wavelength services Ethernet Transport, IP, MPLS and anti DDoS services Colocation services IT services Satellite and and Audio-Video Services | ☎ +359 2 974 3311 ✉ transmission@neterra.net servicedelivery@neterra.net colocation@neterra.net itservices@neterra.net rf@neterra.net |
| 2 | Team Leaders Wavelength services Ethernet Transport, IP, MPLS and anti DDoS services Colocation services IT services Satellite and and Audio-Video Services | ☎ +359 882 267 475 ✉ managertrs@neterra.net ☎ +359 882 259 190 ✉ managersd@neterra.net ☎ +359 882 036 055 ✉ managercolo@neterra.net ☎ +359 889 348 956 ✉ managerit@neterra.net ☎ +359 882 392 454 ✉ managerrf@neterra.net |
| 3 | Head of Operations Department | ☎ +359 882 793 986 ✉ headofoperations@neterra.net |

• Billing

The first invoice is issued after your service activation. In some cases when there are installation fees or prepaid services, invoices are issued respectively to each case.

A **Welcome letter** containing the start of billing date is sent out to you – our customer. You have **5 days to confirm** that the delivered services are operational according to all requirements initially defined in the service ordering cycle.

You may address all inquiries, concerning the billing issues either to the Sales Account Manager or the Neterra accounting team at:

 accounting@neterra.net

 **+359 2 975 16 16**



CUSTOMER SERVICE

Neterra's Network Operation Center (NOC) is responsible for monitoring the core network health and customer services.

Neterra's NOC is responsible for 24/7 proactive support to our customers. The team analyses and resolves problems that do not require changes in the architecture of the network. If necessary, the NOC escalates, and coordinates the activities of other departments for resolving the issues in the shortest possible manner.

Service monitoring

You have access to information about your services at my.neterra.net.



The key features of the system allows you to monitor:

- ✓ The traffic utilization of your Ethernet Transport, IP and MPLS services
- ✓ Colocation service parameters in our data centers: power consumption of collocated equipment; temperature and humidity, etc.
- ✓ CPU, RAM, HDD load of customer servers managed by Neterra
- ✓ Colocation access management - who has physical access to your servers in our data centers
- ✓ A managed network performance parameters
- ✓ Management and statistics of DDoS Protection services.

Incident reporting

Your primary point of contact in case of any type of problem or request is the Engineer on Duty. When you have an issue with the delivered service, you can report it or submit a request to the Engineer on Duty. He/she will open a ticket for that.

Please, address your issue at:

- For Ethernet Transport, IP, MPLS or Colocation services to our NOC:

✉ NOC@neterra.net

☎ +359 2 974 3311

📱 +359 888 929 966

- For IT services:

✉ itservices@neterra.net

☎ +359 700 42 300

If you choose to send us an e-mail, please, send your request including the following information to NOC@neterra.net:

Company name,
contact name and
phone number

Service ID

Description
of the fault

Testing results
or equipment
log records,
if needed

Incident severity categorization

i Information

 /initial response time: 1 hour/

Customer request information such as demarcation point, circuit diagram or general assistance.

! Minor

 /initial response time: 30 minutes/

Non-Service Affecting (NSA) traffic.

!! Major

 /initial response time: 15 minutes/

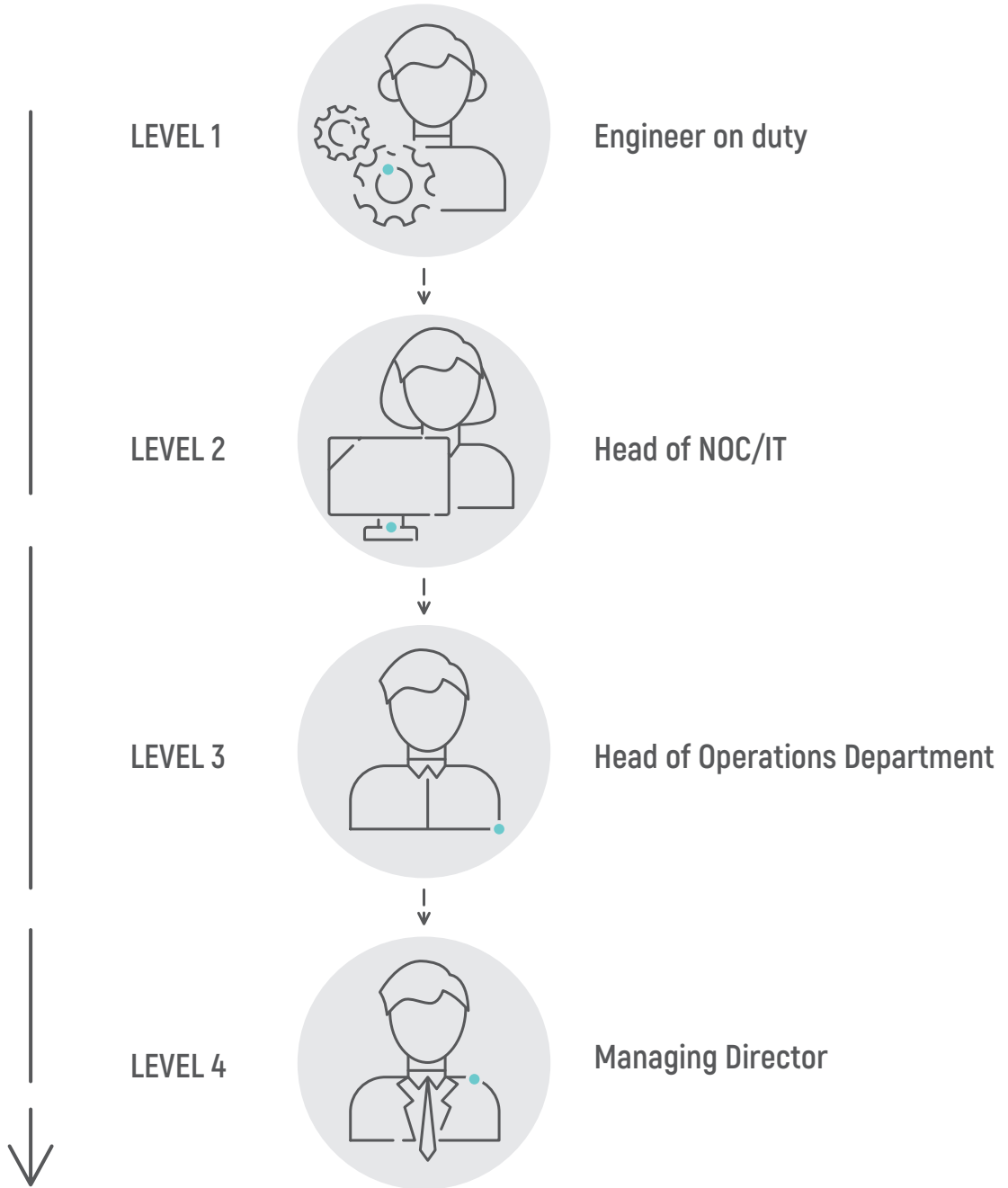
Service degradation – customer is able to use the circuit and is not ready to release it for immediate testing. Lost of redundancy.

X Critical

 /initial response time: Immediate/

Total loss of service.

Reporting and Escalations processes diagram



Incident escalation

Our main concern is to satisfy our customers and to provide you with the best customer service. In any case you need to escalate your issue, follow the matrix for services incident management. Please, find the contact information for the levels of escalation listed below:

| Level | Problem | Level of Responsibility | Contact Details |
|-------|---|---------------------------------------|---|
| 2 | Critical or major problems, that cannot be resolved by the engineer on duty | Head of IT for IT services |  +359 889 348 956  managerit@neterra.net |
| | | Head of NOC for all other services |  +359 887 523 158  managernoc@neterra.net |
| 3 | Critical problems, that cannot be resolved by the Head of NOC | Head of Operations Department |  +359 882 793 986  headofoperations@neterra.net |
| 4 | Critical problems, that cannot be resolved by the Head of Operations Department | Managing Director |  +359 2 975 1616 /business hrs./  mdirector@neterra.net |

**THANK YOU FOR USING
OUR SERVICES!**

