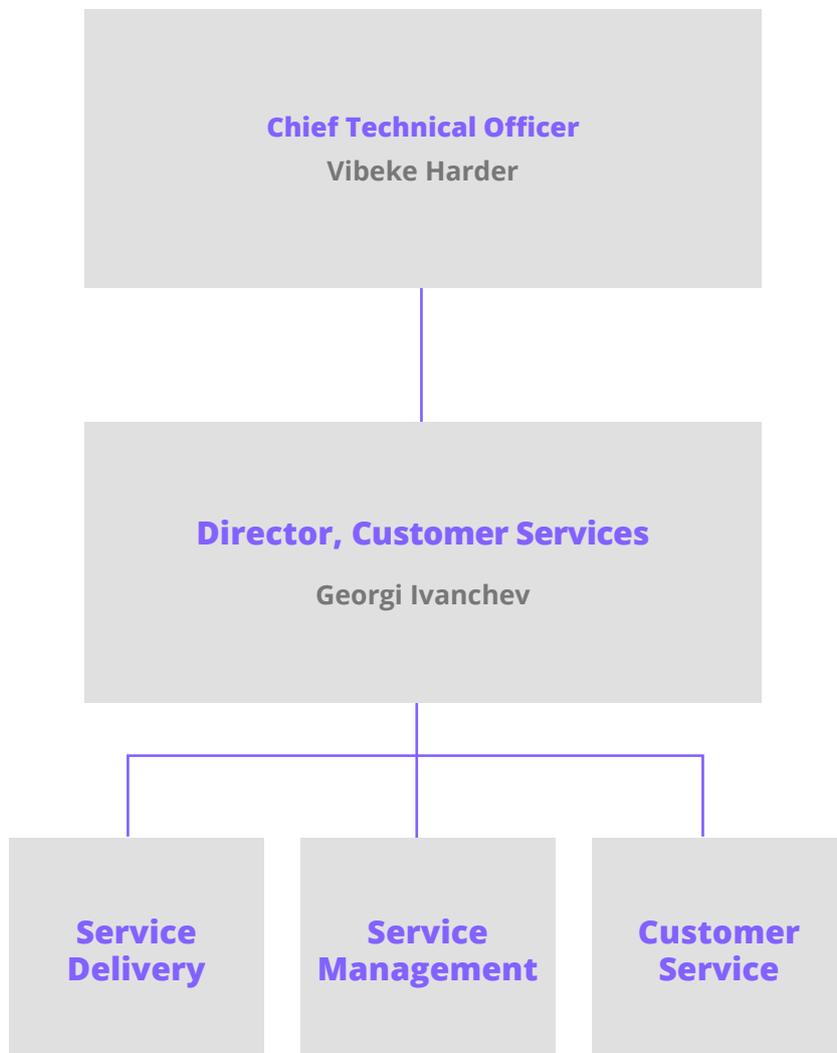# epsilon
a **kt** company

Customer Service Handbook

Contents

Services Overview

We seek to ensure our customers have functional information available to aid any support level requirements upon service activation.

Customer Services Team

The purpose of the team is to ensure smooth service activation process and to aid any support level requirements for our customers. In line with our commitment, our customers will feel the benefits of a closer working relationship offered by the increased dedication of resources.

Chief Technical Officer
Vibeke Harder

Director, Customer Services
Georgi Ivanchev

Service Delivery

Service Management

Customer Service

Service Delivery Milestones

For every order placed with Epsilon, there is a minimum of four touchpoints. This will be communicated via our Customer Project Manager (CPM) who will also provide our customers with a service activation status report regularly.

	All Services
Order Acknowledgment	Signed order form received
	Order confirmation
Requirements Gathering	Introduction of Customer Project Manager
	Gather and confirm requirements
	Acknowledge customer's target RFS
Committed Delivery Date	Confirmation of service handover date
Order Completion	Handover of service to customer
	Notification of service completion
	Send handover documents
	Confirm billing start date

NOTE:
You may contact your CPM at any time to discuss the status of your order.

Target RFS

While we constantly strive to provide the most efficient services to our customers, the lead times reflected below should only be used as a guideline. For additional information, please contact your Account Manager.

ON-NET SERVICE TYPE	CAPACITY	LEAD TIME (Business Days)
TDM	E1	10
TDM	STM-n*	10
ETHERNET	< 1 Gbps	10
ETHERNET	1Gbps - 100Gbps*	10
INFINY	Cloud Connect*	Instant
INFINY	Port to Port	Instant
INFINY	IX	10*
WAVELENGTH	10G, 100G*	10
IP TRANSIT	<10G*	10

	SERVICE	LEAD TIME (Business Days)
EPSILON GLOBAL HUB	Standard Rack with 2-phase AC & cabling	10
	Bespoke rack	Variable
	Bespoke / Additional AC power	10
	Footprint only with standard AC power & Cabling	5
	Pre-cabling	5
	Crossconnects in MMR	2
	DC Power (if rectifier on stock)	5
	DC power (if rectifier not on stock)	Variable
	Remote hands	Min 2 days advance notice

*   Excludes in-house cabling or MMR cross connection and subject to capacity and network availability

Target RFS

OFF-NET DECLARATION

Off-net orders will have ICB (Individual Case Basis) lead time and will be communicated by Customer Project Manager (CPM). Any on-net installation will be completed in parallel within the same lead time.

IMPORTANT NOTE

1. Epsilon's Standard Lead Times only serves as a guideline for the expected delivery of customer's order. The committed delivery date will be communicated to customer by CPM once requirements and complete information are gathered.

2. Customer is advised to inform Epsilon's CPM of any disagreement on the committed delivery date.

   a. For on-net orders, any request to postpone or expedite the order 2 days before the committed delivery date may not be entertained.

   b. For off-net orders, any request to postpone or expedite the order will be referred to Epsilon's Partner and is subjected to their approval.

   c. Expedite on-net delivery is available upon request and subject to an expedite fee. Please contact your assigned CPM or Account Manager

3. If customer is responsible for x-connect, please allow up to 3 working days for patching completion once cable info is provided to Epsilon.

4. Epsilon bears no responsibility to test the circuit beyond the service demarcation points as defined in the service order form. However, Epsilon could assist to provide loop and/or facilitate customer's testing if required. Customer will need to bear any applicable costs incurred for the testing (i.e. remote hands) which will be communicated by CPM.

5. Any billing related dispute or request after Service Handover should be raised to customer's account manager.

Service Delivery Escalation

▶ First Level

DEDICATED CUSTOMER PROJECT MANAGER
servicedelivery@epsilontel.com

▶ Second Level

ESCALATION MANAGER
servicedelivery_escalation@epsilontel.com
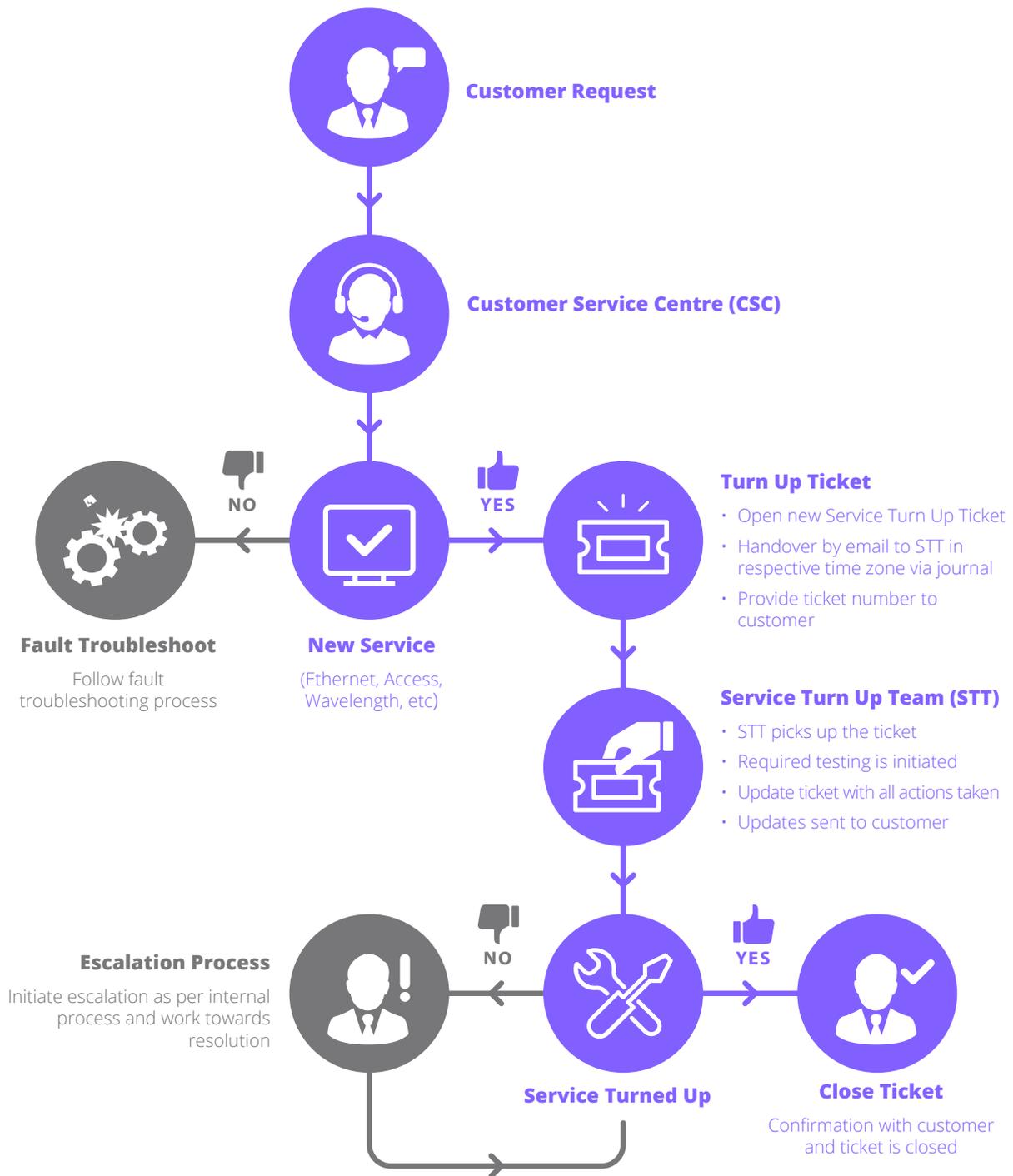
▶ Third Level

DIRECTOR, CUSTOMER SERVICES
Georgi Ivanchev
+359 8 8328 0775
g.ivanchev@epsilontel.com

Service Turn Up Process

Our professional team is equipped with extensive and diverse experience in managing the inception of newly delivered customer services and to ensure support until traffic is confirmed up to the handover of the live services.

Customer Request

Customer Service Centre (CSC)

NO

YES

Turn Up Ticket
- Open new Service Turn Up Ticket
- Handover by email to STT in respective time zone via journal
- Provide ticket number to customer

Fault Troubleshoot
Follow fault troubleshooting process

New Service
(Ethernet, Access, Wavelength, etc)

Service Turn Up Team (STT)
- STT picks up the ticket
- Required testing is initiated
- Update ticket with all actions taken
- Updates sent to customer

Escalation Process
Initiate escalation as per internal process and work towards resolution

NO

YES

Service Turned Up

Close Ticket
Confirmation with customer and ticket is closed

Customer Service Centre

Epsilon CSC is responsible for customer service and round the clock network monitoring and surveillance. The team is focussed on maintaining and supporting the global backbone, data centres and engineering services to meet customer SLA, service and support requirements.

Customer Service Centre

Epsilon's 24/7 Customer Service Centre (CSC) is situated in Bulgaria with a Disaster Recovery (DR) and regional support centre based in Singapore and London.

This structure offers customer the following benefits:

▶ Increased redundancy and disaster recovery while allowing continuous business operation capabilities.

▶ Customer Service Agents and Technical Support are located at the primary location in Bulgaria.

▶ Able to assist Provisioning Team to ensure round the clock service provisioning and testing capabilities to guarantee and maintain lead times of global network services.

▶ Dedicated technicians to ensure customer needs come first.

▶ Change control policy enforcement to protect customer services and manage change in a more communicative way.

▶ Epsilon CSC is responsible for customer service and round the clock network monitoring and surveillance. The team is focussed on maintaining and supporting the global backbone, data centres and engineering services to meet customer SLA, and support requirements.

24/7 Customer Service

We operate round the clock to serve our customers' needs whenever, wherever.

▶ **Network Monitoring & Troubleshooting**

Proactive monitoring that includes power alarms, transmission alarms, communication alarms, PM degradations among others and performs problem diagnosis in order to solve the issue or case.

▶ **Network Change Management**

All change activities are processed, scheduled, controlled and monitored by CSC.

▶ **Service Acceptance**

All newly provisioned circuits will be screened by CSC to ensure all relevant essential information and testing have been completed and passed the requirements.

▶ **Trouble Ticket Handling**

All customers and network issues will be logged into the ticket. Updates are sent to customers and details are recorded for tracking purposes.

▶ **Network Activity Management**

From network change activities through to fault isolations, CSC controls and coordinates all activities with different local loop providers, on-net carriers, data centres, field operations and other functional groups. This will include Remote Hands (RH) and First Line Maintenance (FLM) support.

Fault Reporting Flow

Fault reporting is managed as part of the overall assurance process. To report a fault to Epsilon, customer should use the following procedures as a guideline.

▶ **Fault Report #1 – via Telephone or Email**

Fault reports should be made to CSC either by telephone or via email. When reporting a fault, the Epsilon circuit ID reference and any relevant information should be provided to the Epsilon's Technician.

Epsilon CSC will ask a series of questions in relation to the service problem. This will allow us to establish the nature of the problem, the relevant circuits' ID and any other required information (for example, diagnostics already performed by the customer).

▶ **Fault Reporting #2 – via the Infiny platform**

Fault reports regarding either a port or service, can be made via Epsilon's Infiny platform. All fields entered should be as accurately as possible when raising a ticket. Customers should provide as much information about the issue faced to Epsilon in the 'Tell us what's wrong' field. If required, CSC will ask a series of questions in relation to the service problem to better understand the nature of the problem.

▶ **Ticketing System**

Epsilon CSC will create a new ticket with a unique number automatically assigned by the ticketing system and log the above information (during fault reporting) into the ticket. This reference number will be provided to the Customer.

▶ **Time Frame**

Updates will be provided regularly regarding the progress made towards resolution. The time frame for status update depends on the category of the fault. Customer will be informed when the fault is resolved and will be asked if the ticket can be closed.

Reporting Fault Via The Platform

1

The support section can be used for raising tickets on issues experienced with a **Port** or **Service**.
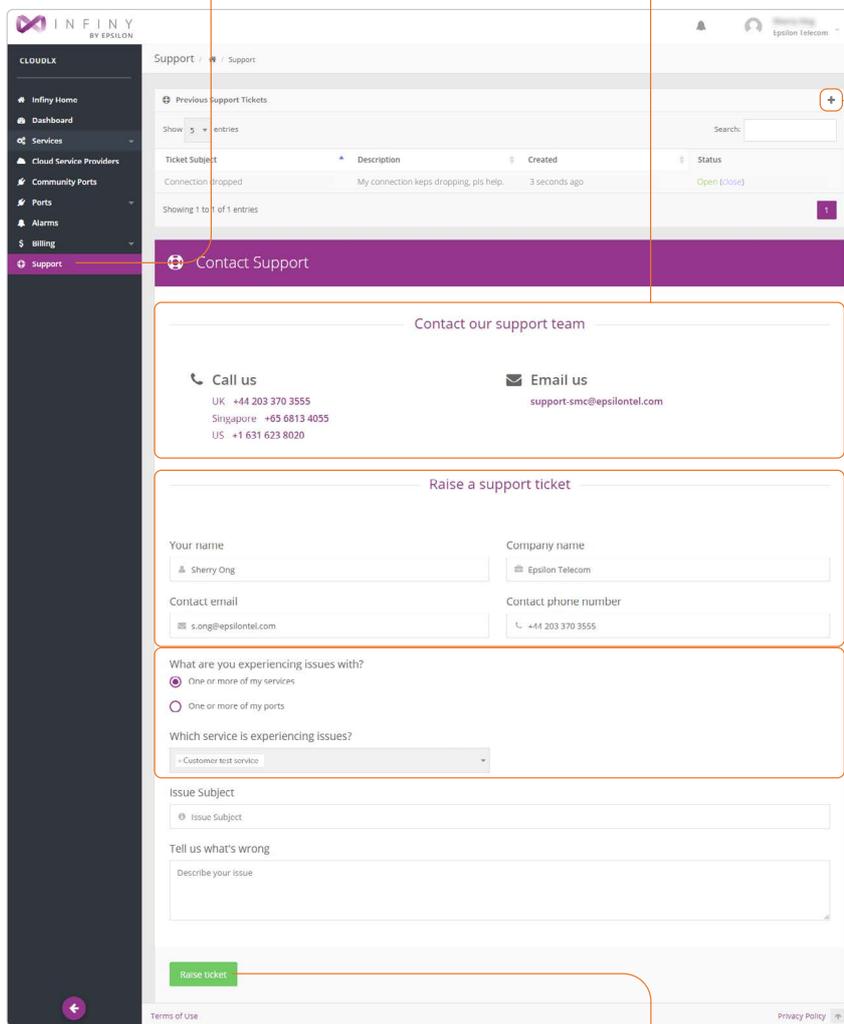
2

The Epsilon CSC phone number and email address is listed under **'Contact Our Support Team'**

3

The contact details under **'Raise a Support Ticket'** are pre-populated based on the account details of the logged-in User. They can be modified here, if needed.

4

The selection under **'What are you experiencing issues with'** will dictate whether (one or more) ports or services is selected. Ports or services can then be identified in the drop-down field in the next section.

Reporting a Service issue

Reporting a Port issue

6

To view a log of previously submitted tickets, click '➕' button on the top right of the page. A ticket can be closed by clicking on the 'closed' link in the status column. This can only be done by the user who raised the ticket.

5

Upon clicking the **Raise ticket** button, a ticket is sent to Epsilon CSC reporting the fault experienced by the User.

Fault Support

▶ Faults can be reported free of charge, 24 hours a day. They can occur on the Epsilon Network or another operator's network; we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault.

▶ Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair. If the fault is on a third parties' network, then you or we may need to report this fault to them directly.

▶ We reserve the rights to charge for any abortive work or visit arising from faults over which we have no control. Kindly let us know should an engineer need to visit your premises.

▶ We understand that you need to be online for your customers and employees. We're here to ensure you are always connected with our global 24x7 support from our Customer Service Centre.

Ticket Issuance And Service Severity Categorisation

Establishing the appropriate perceived severity is essential as it will dictate the response targets for the fault. After further investigation, the severity level may be reviewed and changed.

Priority	Definition	Impact	Incident Acknowledgement	Update Frequency	Target Resolution Time
1 Critical	Total loss of service	• Service down • High volume (call centre) main inbound number down • Multiple countries or region impacted • Emergency Remote Hands Request	30 minutes	30-60 minutes	4 hours
2 Major	Partial loss of service: Performance degration or instability	• Packet loss or errors beyond the SLA • Multiple voice numbers with entire country affected • Standard Remote Hands	1 hour	2 hours	8 hours
3 Minor	Intermittent / slow service of loss of resilience	• Packet loss within SLA • High RTD • Poor service quality or single number service outage	4 hours	8 hours	3-5 working days (No guarantee)
4 Request	Change request or data centre access request or IP prefix update	• Maintenance window, request for change in service • Data centre access request • Scheduled Remote hands request • IP Prefix update request • RFO request	8 hours	Next working day	5 working days (No guarantee)

Kindly note that some of Epsilon's service providers will only review and investigate an incident reported by Customer during the regional business hours.

Escalation Procedure

Escalation is a request for assistance for a specific action to be taken, and is undertaken to expedite the problem resolution process. Once a valid escalation request is made, immediate action will be taken.

It is important that escalations are used in a timely manner and that there are valid reasons for escalating. This contact route should only be used when normal procedures fail to meet expected standards and assistance from a higher-level manager is required. Escalation to the next level can be initiated by either party, and at any time. Customers can request escalation to the next level by contacting the Customer Service Centre directly, providing case number and reason for the escalation.

There are two major categories of situations for escalation:

▶ **Critical Event**

An event affecting customer traffic and if customer is unable to use the circuit (SA).

▶ **Major Event**

An event resulting in a "degraded circuit status" (where customers are still able to use the circuit; packet loss, loss of resiliency, increased latency or having errors) and if issue is not resolved after 24 hours.

LEVEL 1 (immediate)	**LEVEL 2** (after 2 hours)	**LEVEL 3** (after 3 hours)	**LEVEL 4** (after 4 hours)
Customer Service Centre	**Shift Leader**	**Vasil Marin** **Service Operations Manager**	**Georgi Ivanchev** **Director,** **Customer Services**
+1 631 623 8020 (US)	+ 1 786 605 1784 (US)	+359 2 4930 496 (Bulgaria)	+ 1 786 605 1782 (US)
+44 20 8150 0755 (UK)	+359 2 4930 488 (Bulgaria)	+ 1 786 605 1783 (US)	+359 2 4930 485 (Bulgaria)
+65 6813 4055 (Singapore)			
+359 2 4930 488 (Bulgaria)	level2@epsilontel.com	level3@epsilontel.com	level4@epsilontel.com
support-csc@epsilontel.com (for fault report)			
request-csc@epsilontel.com (for requests)			

Complaint Procedure

Epsilon is committed to providing excellent quality service to our customers. We aim to ensure that our customers receive positive experiences through the support services that we provide. For us to make this possible, it is vital that we know and understand what is and is not working.

In recognition that, on occasions, there will be legitimate complaints which customers wish to raise, Epsilon is committed to maintaining an effective complaint procedure. We endeavour to respond appropriately to customers' concerns and to ensure that the complaint procedure is designed in a way that complaints are dealt with appropriately.

We recognise that while lessons can be learnt from complaints, allowing us to improve on the quality and effectiveness of our products and services, we also value feedback from customers on their interactions with, and observations of Epsilon. Comments on our activities and/or decisions are welcome and where clarification or requests for decisions to be explained more fully are sought, these are responded to swiftly at source. As such, we would like to ask for a small amount of the customers' time to complete our 'Quality Feedback Form' in aid of improving our services.

- A link to our Quality Feedback Form is located on our website www.epsilontel.com at the bottom of the page in the 'Contact' tab. There, you will find the link to the appropriate form to voice out any dissatisfaction that you have encountered.

- All complaints will be properly investigated and given careful and fair consideration by our Epsilon representatives and we will be in contact with you shortly on the matter concerned. If you are still dissatisfied with the response, please email our marketing department at marketing@epsilontel.com.

Contact Us

General Enquiries

Telephone	:	+65 6813 4020
	:	+44 207 096 9600
Email	:	info@epsilontel.com

Voice Enquiries

Porting	:	numbers.porting@epsilontel.com
Voice Provisioning	:	voiceprovisioning@epsilontel.com
Voice Sales	:	voicesales@epsilontel.com

Customer Service Centre

Fault Support	:	support-csc@epsilontel.com
Request	:	request-csc@epsilontel.com
Telephone	:	+65 6813 4055
	:	+44 20 8150 0755
	:	+359 2 4930 488
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