Nitel Network Operations Center
Escalation Procedures

**NOC Phone Number** (866)-892-0915

**E-MAIL:** noc@nitelusa.com

# Severity Definitions

Severity 5: (Highest)

* Critical network failure
* Entire network or systems down or inoperative
* Service affecting event – Severe business impact
* Continuous network performance impairment

Severity 4: (High)

* Significant network degradation
* Service affecting – business impact

Severity 3: (Normal)

* Minor network or system event/impairment
* Service affecting – minimal business impact
* Low priority

Severity 2: (Low)

* Passive network or system issue/event
* Configuration and Design
* General Question
* Change Control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Severity 5 | Severity 4 | Severity 3 | Severity 2 |
| Tech on Duty | Immediate | Immediate | Immediate | Immediate |
| Sr. Tech on Duty | 1 hour | 4 hours | 48 hours | As Needed |
| NOC Manager | 8 hours | 16 hours | As Needed | As Needed |
| VP Level | 16 hours | 48 hours | As Needed | As Needed |

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| --- | --- | --- | --- |
| 1st Level | Technician on duty | 866-892-0915 | noc@nitelusa.com |
| 2nd Level | Sr. Technician on duty | 866-892-0915 | noc@nitelusa.com |
| 3rd Level | NOC Manager: Chris Petruniak | 773-661-5573 | cpetruniak@nitelusa.com |
| 4th Level | Vice President: Lawrence Edmond | 773-364-3189 | ledmond@nitelusa.com |