

CommSys Fault and Escalation Procedure

Overview of Managed Services

CommSys has a range of proactively managed services including:

- Managed Internet (with or without Fully Managed Routers)
- Managed Virtual Private Network (with or without Fully Managed Routers)
- Managed PABX (Digital or Hosted PABX & Intelligent Call Manger)
- Managed Servers (both Windows & Linux)

CommSys Proactive Service Management and Monitoring

CommSys has a dedicated management software platform that continuously monitors customer services 24/7 (see appendix A for sample screenshots). This software uses a system of E-mail and SMS notifications to advise if any of the following occurs:

- System/Device Unreachable
- CPU Threshold exceeded (Server and Router)
- Memory Threshold exceeded (Server and Router)
- Disc Space at a critical level (Server)
- Traffic Utilisation Threshold exceeded (Router and Server Interface)

In the first instance, SMS (and e-mail) notifications are sent to CommSys Technical Support (and the customer or an assigned group if required) allowing the fault to be proactively managed in the event of a service failure or service level breach.

CommSys Fault Resolution Process (for Managed Services)

A CommSys Engineer is assigned to the incident, via SMS (and e-mail) notification.

The Commsys Engineer will notify the customer and carrier of the incident.

An Incident number will be assigned to the outage, should it not be resolved on first contact with the customer and/or carrier, and technical fault finding will commence.

Should the fault not be resolved in a specific timeframe (see below), an escalation SMS is automatically sent to the 2nd level escalation contact. Escalation levels are:

- Device Unreachable – Escalated if left unresolved for 2 hours
- Threshold Level exceeded – Escalated if left unresolved for 4 hours

Note: An escalation list can be found on page 5 of this document.

Once the incident has been resolved, the customer will be contacted to test the service, and if the customer agrees that service is restored, the incident is closed.

CommSys Reactive Service Management

In the event that a customer has ordered an unmanaged service, customers must call 1300 553 084, select Option 2 (for technical support) and report the fault. The customer will be assigned to the next available Technical Support Officer.

The Technical Support Officer will run through basic trouble-shooting with the customer. As the service is unmanaged, the level of testing is very basic.

If a resolution is not found with basic trouble-shooting, and it's expected to be a carrier fault, CommSys will notify the carrier of the incident. An incident number will be assigned by the carrier and standard Service Level Agreements are now in place for the resolution of the incident.

If the fault is suspected to be on-site, a Service Call may be requested, and a CommSys Service Technician will be assigned to you.

Once the incident has been resolved, the customer will be contacted to test service, and if customer agrees that service is restored, the incident is closed.

Fully Managed Equipment

If you have a CommSys Fully Managed Service, and your equipment is determined to be faulty, this equipment will also be replaced according to the Standard SLA's. This option is not available to unmanaged services.

Appendix A – Example Management System Screenshots


Device Details

Name	Primary VoIP
Status	✔ Clear
IP Address	61.29.██████
Netmask	255.255.255.248
Category	Server [Edit]
Type	Linux
Traffic Counter	32 bit [Edit]
Sys Desc.	Primary VoIP System - ██████
Last Alarm	
Last Polled at	Oct 25,2006 07:42:12 PM
Next Poll at	Oct 25,2006 07:47:12 PM

[\[Add More Details\]](#)

Today's Availability

7^h 30^m



■ Downtime (0.0%) - 0 Mins 0 Secs
■ Uptime (100.0%) - 19 Hrs 45 Mins

Device Response Time

7^h 30^m


1 ms

Today's Packet Loss


7^h 30^m

0 %

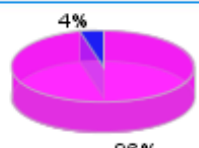
CPU Utilization %
Memory Utilization %
Disk Utilization %



CPU Utilization 1 %

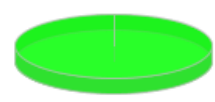


Memory Utilization 73 %



Disk Utilization 4 %

Device Downtime/Uptime chart



■ Downtime (0.0%) - 0 Mins 0 Secs
■ Uptime (100.0%) - 19 Hrs 54 Mins

Device Downtime/Uptime Summary

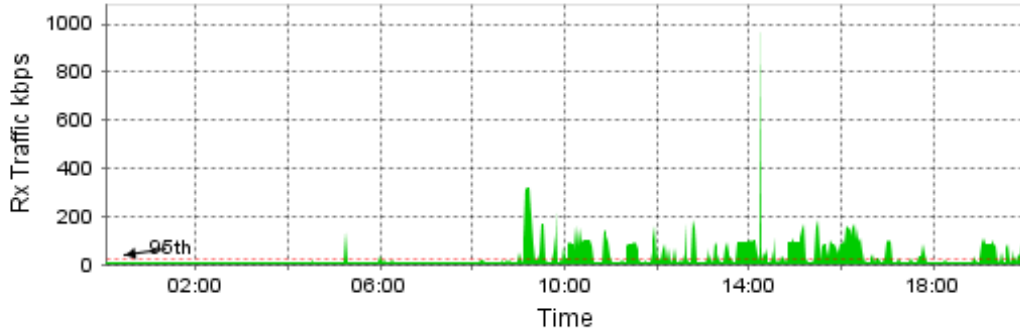
TotalDeviceDown Time	0 Mins 0 Secs
Total Up Time percentage	<div style="width: 100%; height: 10px; background-color: green;"></div> 100.0 %
Mean Time To Repair (MTTR)	0 Mins 0 Secs
Mean Time Between Failures (MTBF)	19 Hrs 54 Mins

Device Downtime/Uptime History

Options	Uptime %	Total Downtime	MTRR	MTBF
Today	<div style="width: 100%; height: 10px; background-color: green;"></div> 100.0 %	0 Mins 0 Secs	0 Mins 0 Secs	19 Hrs 54 Mins
Yesterday	<div style="width: 100%; height: 10px; background-color: green;"></div> 100.0 %	0 Mins 0 Secs	0 Mins 0 Secs	24 Hrs 0 Mins
Last 7 Days	<div style="width: 99.65%; height: 10px; background-color: green;"></div> 99.657 %	34 Mins 33 Secs	11 Mins 31 Secs	41 Hrs 51 Mins
Last 30 Days	<div style="width: 99.469%; height: 10px; background-color: green;"></div> 99.469 %	3 Hrs 49 Mins	45 Mins 51 Secs	119 Hrs 21 Mins
This Month	<div style="width: 99.359%; height: 10px; background-color: green;"></div> 99.359 %	3 Hrs 49 Mins	45 Mins 51 Secs	98 Hrs 40 Mins

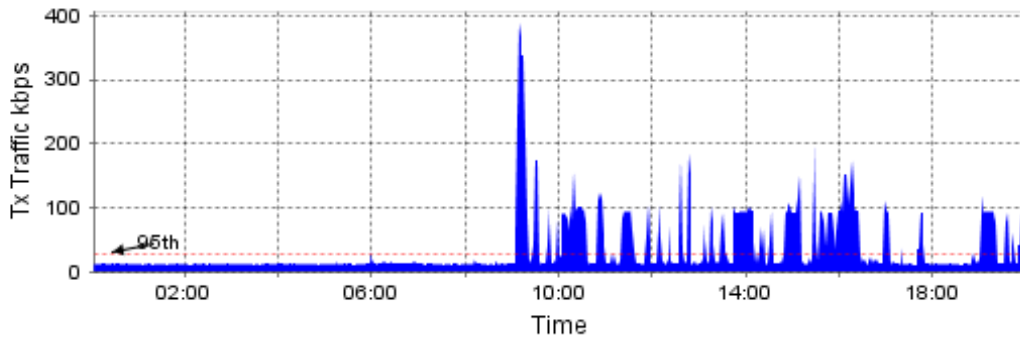
Rx Traffic kbps

From 25-Oct 12:02 AM to 25-Oct 8:00 PM



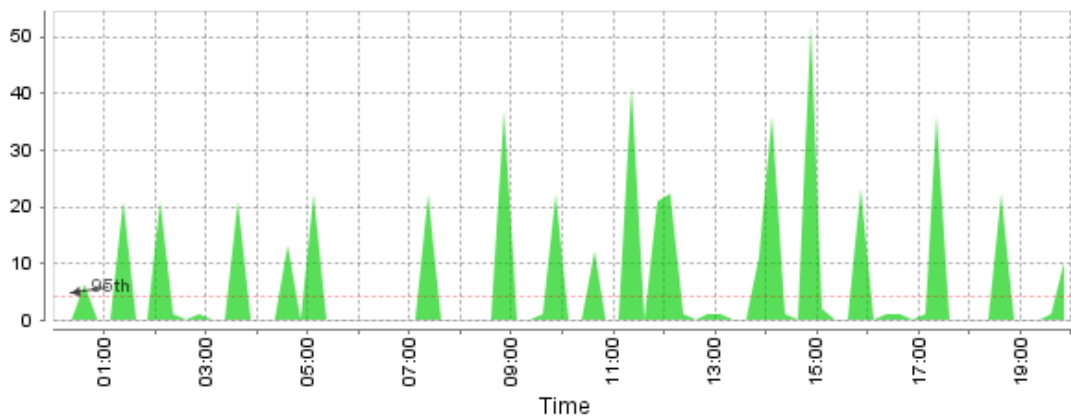
Tx Traffic kbps

From 25-Oct 12:02 AM to 25-Oct 8:00 PM



CPU Utilization of 61. [REDACTED]

From 25-Oct 12:00 AM to 25-Oct 8:06 PM



■ CPUUtilization Percentage - Min: 0.0 Max: 52.0 Avg: 6.05 95thPercentile Avg: 4.18

CommSys Escalation Procedure

Faults & Technical Support 24/7

Phone: 1300 553 084 (Technical Support Option)

Email: support@commsys.com.au

1st Escalation Point – no response within SLA

Peter Baliva

Network Engineer

Mobile: 0420311162

Email: peter.baliva@commsys.com.au

2nd Escalation Point – no response after 60 minutes

Gary Mills

General Manager

Mobile: 0414 476 525

Email: gary.mills@commsys.com.au

3rd Escalation Point – no response after 90 minutes

Mal Smith

Managing Director

Mobile: 0421 800 904

Email: mal.smith@commsys.com.au

Alternative Contacts

Manager, Network Engineering (Tier 2 Internet, MPLS, VPN and Core Network)

Keith Williams

Mobile: 0416108671

Email: keith.williams@commsys.com.au

Manager, Voice Technology (Hosted PABX, Intelligent Call Manager, ISDN)

Chris Mylonas

Mobile: 0433 998 647

Email: NA

Lead Engineer (IT Systems)

Robin Tayler

Mobile: 0430 204 063

Email: robin.tayler@commsys.com.au