



CUSTOMER SUPPORT

Incident Report email
incidentsngts@cbts.com

Email questions to
AskNGTS@cbts.com

For more information refer to the NGTS website:
<http://www.das.ohio.gov/Divisions/Information-Technology/Next-Generation-Telephony-Service>

NGTS Operational Support

CBTS has dedicated support for any operational issues or maintenance requests. Operational support can be defined as: name changes, removals, added features or trouble tickets. Follow the below process for any operational support. If your issue is outside of a MACD please follow your internal process for troubleshooting which includes local network team and provider/s of connectivity. CBTS can be engaged by the provider or location after this process is complete.

If an operational issue arises, email the issue to incidentsngts@cbts.com.

The email needs to include all relevant information in order to work the ticket. They will receive a response back from the CBTS ticketing system letting them know the ticket number as well as the Service Level at which it will be worked. All Severities are defined via the contract starting on page 17. Most standard changes are a Severity 4.

If operational issue needs immediate attention please copy the Service Desk Manager on the ticket email Joshua.Beck@cbts.net.

<u>Severity</u>	<u>Response Time</u>	<u>Repair Time</u>	<u>Full Repair Time Limited Location</u>
Severity 1	15 minutes	4 Hours*	6 hours*
Severity 2	30 Minutes	8 hours*	8 hours*
Severity 3	30 Minutes	1 business days*	1 business day*
Severity 4	1 Hour	2 business days*	2 business days*
Severity SR1	30 Minutes	2 business days*	2 business days*

After hour issues that are detrimental to the agency (i.e. all phones are down, main line is down, feature across agency is not functioning) we provide a 24x7x365 for Severity 0, 1 and 2.

For Sev1 and Sev2 tickets call **614.763.6200** and choose option 1

If no response within 15 minutes, call back and choose option 2

If no response within 15 minutes, call back and choose option 7

Options:

- 1 – Primary On-Call Engineer
- 2 -- Escalation Engineer
- 7 -- Service Desk Manager



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Welcome to the Next Generation Telephony Service! Your NGTS service is now fully functional and we welcome you, as a new State of Ohio customer.

Here is a summary of your service turned-up on 2-July-2018 for Agency Name.

Users:

- ??

Totals by Profile Type

- Basic Digital - ??
- Voicemail Only – ??
- Misc. Digital – ??
- Basic Analog - ??

Support:

A description of NGTS services, support and training material can be found at <http://www.das.ohio.gov/Divisions/Information-Technology/Next-Generation-Telephony-Service>

End users are directed to work with their local Help Desk first. If the problem is not resolved, the local IT Help Desk contacts either the CSC/OIT csc@ohio.gov or OARnet support@oar.net to check on network issues and they will collaborate with CBTS as appropriate.

To add or modify services, such as a profile change, is a billable change. Please submit a Service Now Request to <https://stateofohio.service-now.com/ess/>

Modifying name changes and password resets are handled without SNRs and can be submitted directly to IncidentsNGTS@CBTS.com

No response to this notification is implied acceptance of the NGTS service.

Billing:

Billing is generated on the 10th of each month and bill ready emails will be sent out on the 14th.