

FIRSTNET RAPID RESPONSE SERVICES GUIDE

1. Applicability:

This guide outlines the FirstNet Rapid Response Client Support process. For additional details, contact your account manager. This guide does not establish or limit the scope of obligations under the agreement.

2. Definitions:

Terms used herein without definition are ascribed in the Agreement

Expressions in this document:

- **Account Manager:** Responsible for Client interface and relationships with FirstNet.
- **End User:** Users for whom the product is designed.
- **DC (Data Centre):** Designated areas within FirstNet for hosting Client and FirstNet infrastructure equipment.
- **ISP (Internet Service Provider):** A company providing internet access to Clients.
- **NMS (Network Monitoring System):** Monitors all Client relevant network services and platforms.
- **Notification:** Informs Clients about outages, incidents, and maintenance.
- **Partner:** A 3rd party vendor offering services to FirstNet and Clients.
- **PC (Personal Computer):** Workstation, server, laptop, mobile device, or desktop machine.
- **RR (Rapid Response team):** Comprising First Line Support, Second Line Engineers, and Escalation Manager.
- **SLA (Service Level Agreement):** Agreed service levels between Client and FirstNet.
- **SR (Service Request):** Request for faults or changes.
- **SR Owner:** FirstNet representative who SR has been assigned to
- **SRM (Service Request Management):** Uses Halo PSA as a Service Request and Service Management system.
- **TC (Technical Contacts):** Client staff members authorized as Client representatives for contracted services.

3. Rapid Response Operations Overview:

Rapid Response Concept Definition:

- The Rapid Response desk comprises:
 - First Line Support
 - Second Line Engineers
 - Escalation Manager

First Line Support offers initial assistance during business hours. Persistent issues escalate to the Second Line Team and further to the Escalation Manager if needed.

4. Service Request Management:

All SRs are logged and managed through the RR Service Desk. Only registered TCs may log SRs. SRs are assigned a reference number, valid throughout the SR's life.

- Service Request:
 - Log an SR with the FirstNet RR team for service requirements.
- Logging a Service Request:
 - Methods (in order of preference):
 - Customer Zone - CUSTOMERZONE.FIRSTNET.CO.ZA
 - Email to support@firstnet.co.za
 - Telephonically – 0861 989896
- Information Required:
 - Provide necessary information for a prompt response, including company name, TC details, incident description, severity, business impact, location, and relevant details.
- Firewall Changes:
 - Authorized by a firewall TC. Specific change processes for each RR Service Desk client requirement.
- Scheduled Changes:
 - SRs for planned changes impacting business processes should be logged at least 48 hours in advance. This allows proper allocation to Engineers for preparation and testing.
- DataCenter Access:
 - SRs requesting access to any DataCenters must be logged at least 24 hours in advance by registered TCs for proper allocation and upstream access requests to Teraco if required.
 - In case of emergency access, log the request by phone and send an email to the support address with the Escalations Manager copied. Refer to Section 9 for details.

5. Severity Definitions and First Response Times:

Severity Level	Definition	First Response Times
1	Service unavailable/Critical impact, needs resolution "as soon as possible"	30 Minutes
2	Causes degradation in service	1 hour
3	Minimal impact on the business	6 business hours
4	No impact on the business	8 business hours

- First Response Times:
 - First response measured from logging an SR to Notification or Contact with the Client.
 - Response times vary based on severity and SLA specifics; refer to product-specific terms and conditions documentation.
- Service Request Resolution:
 - Ownership changes within RR team tiers may occur. If not resolved, the escalation process initiates.

6. Escalation Matrix:

Clients may escalate based on severity; refer to the below table for contacts.

24 hour escalation		
Level	Designation	Contact detail
1 st esc	Escalations Manager	escalations@firstnet.co.za – Tom Goosen – 063 001 3059
2 rd esc	Technical Manager	benm@firstnet.co.za - Ben Munn - 082 940 5954
3 rd esc	General Manager	seanv@firstnet.co.za - Sean van Niekerk - 083 649 0003

7. CLIENT SERVICE SETUP

Client Technical Contacts (TC's) are crucial for effective FirstNet Client Support. TCs are responsible for:

1. Delivery of Service: Provide service, advice, and guidance to End Users.
2. First Level Support: Offer first-level support for End Users.
3. SR Initiation and Escalation: Initiate and escalate SR's to FirstNet as needed (Note: FirstNet reserves the right to decline SR's initiated directly from End Users).
4. Feedback: Provide feedback to FirstNet regarding End User perceptions and directions.
5. Service Deficiency Reporting: Inform FirstNet immediately of any detected service deficiencies.
6. Adherence to SR Logging Procedures: Adhere to SR logging procedures as outlined in this document.
7. Communication of Future Plans: Keep FirstNet informed of future directions and plans that may affect FirstNet.
8. Subscription to Notification Systems: Ensure relevant contacts are subscribed to notification systems provided by FirstNet.
9. Notification of TC Details Changes: Notify FirstNet of any changes to TC details as defined in this document.

Communication through the FirstNet Rapid Response is restricted to authorized TCs. When logging requests with the RR Service Desk, TCs must adequately identify themselves, initiating the Client Support process upon verification.

8. FAULT LOGGING TEMPLATE

Use this template when requesting service on faults or information:

1. Client Information:
 - a. Company Name
 - b. Technical Contact (TC)
 - c. TC Contact Telephone Numbers
 - d. TC Contact Email Address (if logging from another email address/domain)
2. Incident Details:
 - a. Description of Incident
 - b. Severity of the Request
 - c. Business Impact
 - d. Location Address/Site Name or ID
3. Timeline:
 - a. Time Incident Started
 - b. Actions Taken Thus Far

4. Technical Details (if applicable):
 - a. Circuit Number/Service ID (if logging a network fault)
 - b. Telephone Extensions Affected (if logging a voice service fault)
 - c. Hosted Services Affected (if logging a cloud hosting fault)
 - d. Hosted Cyber Security Platform Affected (if logging a cyber security service fault)
5. Additional Information (if available):
 - a. Attachments (screen dumps, files, trace routes, etc.)

9. ACCESS TO FIRSTNET DATACENTRES

To ensure secure access to FirstNet Data Centers:

1. Access Authorization:
 - a) Only designated Technical Contacts (TCs) are authorized to log service requests (SRs) for Data Center (DC) access.
2. Equipment Movement:
 - a) Document all equipment entering or leaving FirstNet Data Centers in the corresponding SR.
3. Logging SRs for Data Center Access:
 - a) Provide information: Location of Data Center, Name and ID/Passport number of person(s) requiring access, Date and time of the visit, Purpose of the visit, For after-hours access, provide your vehicle's registration number. (Note: A separate SR must be logged for each access).
 - b) Afterhours access can be facilitated by FirstNet in 1 hour to allow for standby personell travel time.
4. On-site Arrival Protocol:
 - a) Umhlanga Data Center: Present the SR number and photo ID to the FirstNet Engineer.
 - b) Cape Town or Isando Data Centers: Present the Teraco SR number (provided by FirstNet) and photo ID to the Teraco Security desk.

10. FIRSTNET INFRASTRUCTURE OUTAGES

1. FirstNet Management Systems:
 - a. In case of an infrastructure outage causing multiple Severity 1 incidents, Response Times align with Severity 1 incidents. FirstNet will promptly notify affected Clients and escalate the incident.
2. FirstNet Notification System:
 - a. The Notification System promptly informs subscribed Technical Contacts (TC's) of network or service outages and planned/emergency changes.
3. Severity Matrix:
 - a. Notifications are categorized into severities: Minor (very low impact), Major (potentially service impacting), Critical (definitely impacting service).
4. Frequency:
 - a. Notifications sent to Clients every half hour to one hour, depending on the services impacted.

