



SIP Customer Technical Support Reporting Information

Contact Information:

- Phone Number:
 - 610-799-3131
- Business Telephone Systems Sales & Support:
 - 610-799-0025
- E-mail:
 - Technical Support - support@ironton.com
 - Pre & Post Installation Support - engineering@ironton.com
 - Business Sales Support - sales@ironton.com
- Web Site:
 - www.ironton.com

Support Reporting Procedures:

1. Call Ironton Telephone at the number noted in "**Contact Information**" for the type of support required, and provide the required information, as noted in "**Required Ticket Information**", for a ticket to be opened.
 - A. For High Priority Technical support issues it is recommended they are reported using our phone support.
 - I. Technical Support on service effecting issues.
 - II. Technical support issues requiring detailed information or testing of a specific service.
2. Send an e-mail to the address associated with the type of support required, at the appropriate e-mail address noted above, in the format noted below. Ironton Telephone will send an e-mail response with our internal ticket number as well as any updates. Tickets may be updated by responding to replied e-mail received.
 - A. Technical support responds to emails within a 2 to 4 hours.
 - B. E-mail Format:
 - To: E-mail address associated with level of support required
 - Subject: Subscriber Name / Company Name - Account ID - Brief Description of Issue
 - **Technical support Example:**
 - **ABC Company - 1555555555 - Dead Air to Fast Busy when calling 1-555-555-5555**
 - Body: Provide necessary information as outlined on page 2.
 - **Technical Support Example:**
 - Origination #
 - Termination #
 - Time & Date of Call
 - Failure Type
 - What was heard during the call failure.
 - C. E-mails not containing required information about a failure will be returned for clarification.
 - I. Repairs cannot be processed without the correct information.



Required Technical Support Information:

1. Required Information:
 - A. Contact Name, Contact Number and E-mail Address
 - B. Company Ticket Number (If Applicable)
 - C. Originating and Terminating Numbers
 - I. Origination = Calling Number
 - II. Termination = Called Number(s)
 - D. Date, Time and Time zone of the call example
 - I. **Must be reported within 24 hours.**
 - E. Type of Call
 - I. **Examples:** Direct Dial, Extension to Extension, International, Fax, Voice Mail, Etc.
 - F. Failure Description and Details.
 - I. **Examples:** Post Dial Delay for 20 seconds, One-way Voice Path from Originating number to Terminating number.

Technical Support Failure Types:

1. Non Emergency Issues:
 - *Will be processed in the order the issues are reported.*
 - A. Dead air to or from an individual number(s).
 - B. Fax or modem failures to or from an individual number(s).
 - C. No or incorrect caller ID on incoming or outgoing calls.
 - D. No DTMF (Unable to navigate prompts or enter Digits in an Auto Attendant).
 - E. One way talk path to an individual number(s).
 - I. Supply which party cannot hear the other during call and when during call.
 - F. Post Dial Delay. (Delay in hearing ringing or connection of call).
 - G. Voice quality (Static, garbled speech, echo, low volume, etc.) on a single call.
2. Emergency Issues:
 - A. Unable to place or receive any calls.
3. Non-Ironton Issues:
 - **Contact your IT Department or Internal Network Vendor before contacting Ironton Telephone Co.**
 - **Assistance repairing these issues will be billed at the current hourly and material rate.**
 - A. Devices not connecting to the internal network.
 - I. Device is not pulling internal IP address.
 - B. Failures due to internet not provided by Ironton Telephone..
 - C. Failures due to internal network.
 - I. Devices not registering when connected to the internal network.
 - a. Firewall Issues.
 - b. Switch and Router Issues.
 - c. Internal Cabling Issues.



Repair Escalation Procedure Information:

- During Business Hours (Monday through Friday 8:00 am – 5:00 pm ET.)
 - E-mail response from the assigned Ironton Telephone NOC support specialist of investigation progress, testing results, and any action taken within 4 hours of the initiating e-mail trouble ticket.
- After-Hours
 - E-mail response from the assigned Ironton Telephone technician of investigation in progress, testing results, and any action taken no later than 10:00 am the next day from the initiating E-mailed trouble ticket.

Failure by the NOC Team to respond within the 4 hour designated interval, please escalate through the Ironton Telephone Escalation Procedure.

Emergency service requires the NOC Team to respond within the 2 hours of the initial notification of the emergency.

Failure by the NOC Team to respond to an Emergency within the 2 hour designated interval, please escalate through the Ironton Telephone Escalation List.

	Contact	Number
Level 1	Email - business hours Tim Mattes Repair Specialist Ian Sim Repair Specialist Darius Mendez Repair Specialist William (Bill) Dalton Repair Specialist	support@ironton.com Work: 610-799-3131 - X219 Work: 610-799-3131 - X247 Work: 610-799-3131 - X285 Work: 610-799-3131 - X262
Level 2	Jeffrey Brady Repair Manager	Work: 610-799-3131 - X234
Level 3	Gary Yencho NOC Manager	Work: 610-799-3131 - X208



Customer Maintenance Reporting Information:

Contact Information:

- Phone Number:
 - 610-799-3131
- E-mail:
 - Technical Support - support@ironton.com

Ironton Telephone recommends customers report maintenance, to be performed to their equipment, when the following conditions are met to help diagnose any issues occurring after said maintenance is performed.

- Commercial or backup power is unavailable to the customer location.
- Internet is unavailable to deliver calls to customer location.
 - Including changes to internet transport or providers.
- Upgrades are performed to the following Network Equipment.
 - Internet provider equipment.
 - Firewall
 - Routers and Switches
- Replacement of the following Network Equipment.
 - Internet provider equipment
 - Firewall
 - Routers and Switches

Required Maintenance Information:

- Notification provided 72 hours prior to Scheduled Maintenance.
 - Contact Name, Contact Number and E-mail Address
 - Company Ticket Number (If Applicable)
 - Date, Time and Time zone of the maintenance
 - Estimated Impact and Downtime
 - Maintenance Description and Details