## **ANNEXURE IV** Celcom Timur (Sabah) Sdn.Bhd **Fault Escalation Process** Customer NOC detects alarm on Celcom Timur (Sabah) Sdn. Bhd. Reports Problem **Network Management** Network Monitoring Centre / NOC System (NMS) **Notification** Phone : 088-435 371/088-424 771 : 088-484 993 Fax : nmc@ctsabah.com.my Email Website: www.ctsabah.com.my Request /Issue **Ticket SIMULTANEOUSLY Fault Escalation** within 10 minutes Notify Engineering Team **Network Support Request Status** Engineer / Monitoring Remote Engineer **PROBLEM** NOC update **UNSOLVED** NOC to provide The NMS Status / updates at least Feedback to every 30 minutes Customer Escalate to higher level of assistance & to notify Depending on the Service Level Agreement Manager / Engineering Team Leader Request Close At Site **Ticket** Senior Engineer / Within 2 hour **Technical Expert** / Vendor 1 Hour Later (after troubleshoot) Daily / Monthly Within 1 hour NO YES Report Generated **PROBLEM** SOLVED? Swap Equipment / Change Interface Card / NO HOD / Management / Customer as applicable Pull Fibre and etc. Engineering Team Leader / **END** Technical Manager / Customer GM / CEO / MD Celcom Timur (Sabah) Sdn.Bhd