



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 you 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.net .

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 Director of Operations on the ticket email thomas.baker@cbts.net.

Severity	Response Time	Repair Time	Full Repair Time	Limited Location
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 Sev0, Sev1 and Sev2 tickets -- **614.763.6200**

Please follow the prompts and escalation levels. Use option 1 if no response within 15 minutes. Then option 2 if no response within 15 minutes then option 7.

Options:

- 1 – Primary On-Call Engineer
- 2 -- Escalation Engineer
- 7 -- Director of Operations

CUSTOMER SUPPORT

Incident Report email incidentngts@cbts.net

Email questions to AskNGTS@cbts.net

For more information refer to the NGTS website:

<https://soh.sp.ohio.gov/sites/ngts/SitePages/Welcome%20Page.aspx>