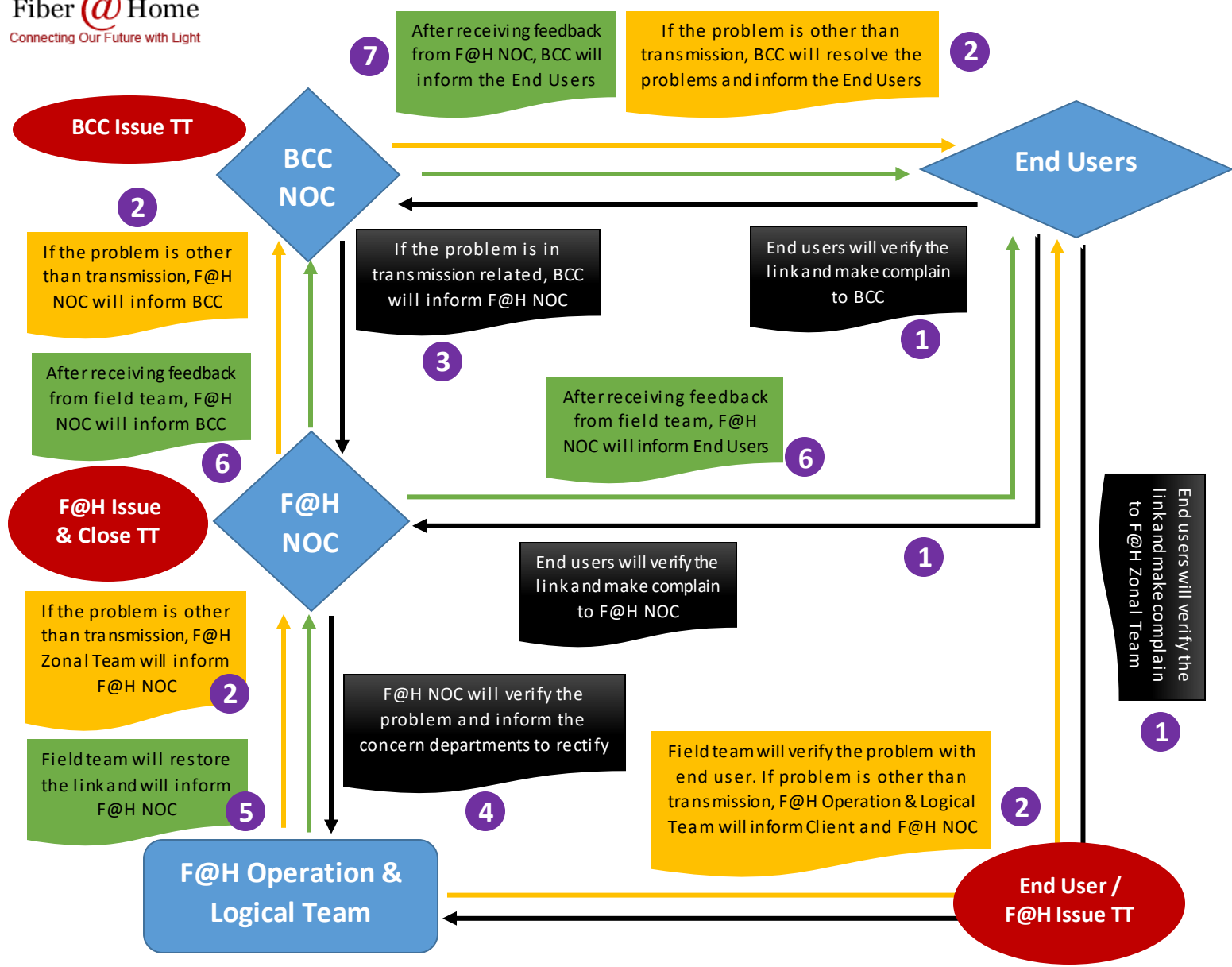


### Process Flow for Trouble Ticket Generation



Verification Check List for End User		
Particulars	OK	Not OK
Power		
AR Router		
Personal Computer (PC)		
UTP Cable		

Escalation Matrix	
<b>Escalation to Level – 1 (Upon Problem Identified)</b>	
Network Operation Center (NOC) IP Phone: 09666776677 (Extension 1) T&T: 9842550 Mobile: 01847102140	
<b>Escalation to Level – 2 (After 4 Hours)</b>	
NOC Shift In Charge Phone: 09666776677 (Ext. 2302) <b>Logical Issue:</b> Md Mahidur Rahman (3G, Data & FTTX) Cell: 01847102210 E-mail: mahidur.rahman@fiberathome.net <b>Logical Issue:</b> Sujit Kumar Biswas (SDH & DWDM) Cell: 01847102190 E-mail: sujit.kumar@fiberathome.net <b>IIG/ITC Link:</b> Md. Zobair Khan Cell: 01847102245 E-mail: khan.zobair@fiberathome.net	
<b>Escalation to Level – 3 (After 8 Hours)</b>	
NOC Supervisor: Abu Nasar Md. Saifullah, saifullah@fiberathome.net, <b>Physical Issue:</b> Mohedul Morshed (Dhaka Metro), Mohedul.morshed@fiberathome.net, Md. Kamal Hossain (Outside Dhaka East and Dhaka Periphery), kamal.hossain@fiberathome.net. S.M Humayun Kobir (Outside Dhaka North and South Zone) humayun@fiberathome.net <b>Logical Issue:</b> Md Abdullah-Al-Mamun (3G, Data & FTTX), mamun@fiberathome.net. Habibul Azam (SDH & DWDM), habibul.azam@fiberathome.net. Simon Shohel Baroi (IIG/ITC Link), simon.baroi@fiberathome.net. <b>Contact No: IP Phone:</b> 09666776677 and <b>T&amp;T:</b> 8812501, 8814873	
<b>Escalation to Level – 4 (After 12 Hours)</b>	
Sumon Ahmed Sabir, CTO. sumon@fiberathome.net <b>Contact No: IP Phone:</b> 09666776677 and <b>T&amp;T:</b> 8812501, 8814873	

**Note: End user shall raise complain after checking his / her end as per the check list and shall follow the escalation matrix based on the given time frame.**