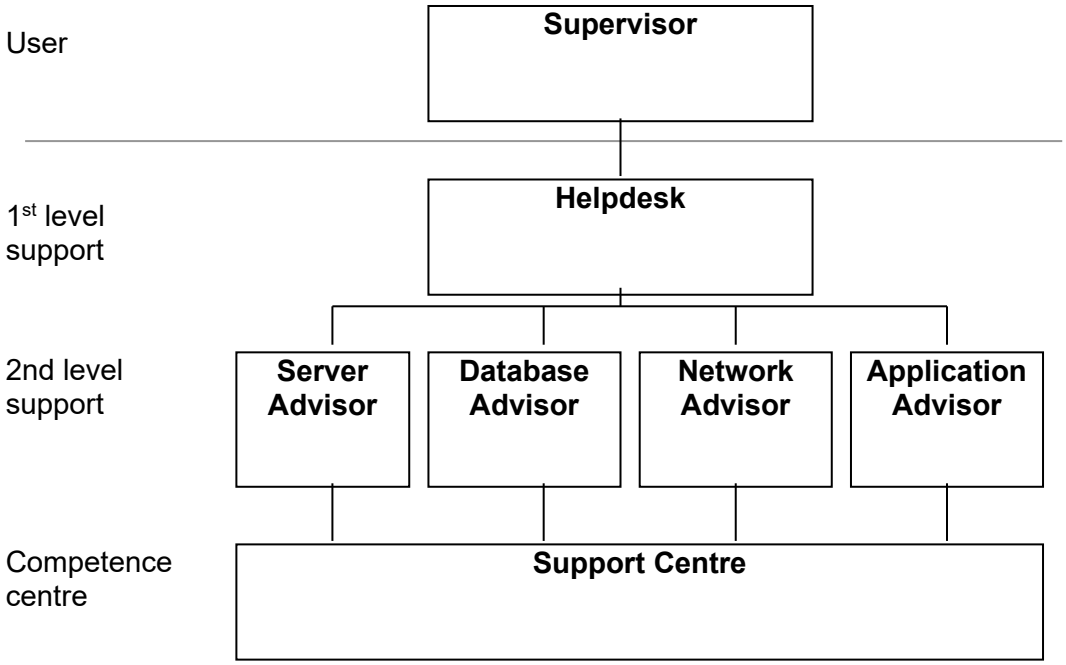
Appendix 3 Support

Version	11.0
Issue date	28.04.2023
Replaces version	9.1 for INA and 10.0 for ONP
Modifications	Merge of INA and ONP Appendices 3, small precisions
Valid from	01.07.2023

1. Organisation

The Support (Helpdesk) Call Flow Chart below describes the handling of User enquiries. The User can find the Helpdesk telephone number and E-Mail address under the Teldas Extranet when logged in with User login (https://extranet.teldas.ch/help).

The Helpdesk is available to the User from Monday to Friday 08:00-17:30 (Swiss Local Time) excluding those public holidays as per “non-working days” list available under the INet-Server.



2. Time Windows Definitions

The following Times Windows are applicable:

Time Window	Day	Time
Working Hours[1]	Mon - Fri	Daily 08:00 – 17:30
INet-Server Operating Hours (BZ)	Mon - Sun	Daily 00:00 – 24:00
Maintenance Window INet-Server (max 3 per quarter)	Mon-Fri	Daily 18:00 - 08:00

[1] Official Public Holidays are to be considered in the same manner as weekends (other times).

3. Helpdesk Response Time

The Helpdesk can be contacted within working hours. During working hours the response time is normally (indicative times):

Priority	Reaction time	Description
Prio 1	1 hour	critical issues, for example INet application is not reachable for several users due to a breakdown of some of the application/ IT components, which has serious implications for the TSPs (**based on a call** + e-mail to the Helpdesk)
Prio 2	2 hours	Issues which imply that one user is not anymore able to connect to INet with impacts on the daily porting or INA transactions (e.g Supervisor password resets)
Prio 3	24 hours	Issues related to topics not directly impacting the daily porting or INA transactions (e.g. report generation, TSP and supervisor user configuration and modification, system changes, NRH assignment to number range bloc) or issues linked to the test and staging environments.

Note that the resolution time is dependent of the type of issue and can be more than 24h.

4. Service Availability / system outages

A TSP INet-Server System Outage is considered to have occurred when the systems' basic functionality, including acceptable temporary alternative solutions recommended by TELDAS, is no longer available from an operational PC working place, workstation or terminal over a network which is known to be both fault-free and free of virus infections.

Teldas will notify the User by "ITBd notification" (registration under https://extranet.teldas.ch/account) once an outage is detected and about its solving.

The systems described within the present service description are normally available to the user seven days a week, 24-hours per day. Work on the system for maintenance or internal purposes will be advised to the user in advance and are not considered as System Outages.

TELDAS will do its utmost to guarantee the following availability:

Server	**Window**	**Availability**
TSP INet-Server	BZ	**99.0 %**

Availability = B / Z * 100 [%]

Z in h	Time window (Hours per Quarter)
B in h	The number of hours (Hours per Quarter), during which work can be carried out during the defined window at a fault-free Client working place.
BZ	INet-Server Operating Hours

5. Helpdesk Services

5.1 Role of the Supervisor

Only the User's Supervisor Contact Persons (as per Appendix 1) are entitled to draw on the services provided by the Helpdesk.

These Supervisors are required to have a good knowledge of the TSP INet-Server application and sufficient

general IT “know how” to handle individual user problems and make an initial analysis of any problems encountered i.e. establish if the working place is functioning properly, if the Internet is operating normally, etc. Should this initial analysis indicate that it is extremely likely that the TSP INet-Server application is not working, the Supervisors must be able to formulate a qualified inquiry to the Helpdesk.

The Supervisors are responsible to manage the user accounts of their colleagues: the supervisor function on INet permits to create, modify, re-set passwords of user accounts.

The Supervisors are also responsible of keeping their TSP data and contact information up to date on https://extranet.teldas.ch/contacts and on INet. Only for functions not allowed to be done by the Supervisor itself should a ticket be raised to the Helpdesk.

5.2 Teldas Helpdesk First Level Support

The Teldas Helpdesk is available for following services:

1) Reply to incidents and problems
- In case of service unavailability, the Helpdesk must be alerted by phone + e-mail. Escalation will then be done by the Helpdesk to the appropriate 2nd level support teams
- In case of applicative bug, the Helpdesk will suggest the opening of a Problem Report or escalate the issue to the appropriate 2nd level support team.

2) Reply to Service Requests
- TSP Data management (e.g. changes in some TSP settings which cannot be done by the Supervisor itself, e.g. available services, TSP termination)
- Supervisor rights assignment (based on a specific User ID)
- Supervisor password resets and other user accounts deblocking tasks (based on a specific User ID)
- NRH assignment on 10’000 number bloc ranges (based on specific Nr bloc/NPRN)
- Organise mass NRH or mass porting migration transactions with 2nd level support team
- Support the User in finding the correct document under https://extranet.teldas.ch/documents related to a specific topic

Hereafter a table with indicative solving times:

Service Request (08:00 - 17:30, Mon-Fri)		Expected resolution time (target)
Account and User Management	TSP Accounts management (create or modify or terminate a TSP User Account or a user Account on the Dummy TSP)	2 hours
	User Password resets for a GUI User (in case of login problems)	
	Create or terminate a TSP	4 days
	Modification of TSP Data	
System Parameters	General system parameters, connection parameters, reject reasons, reject comments	4 days
	SMS Text maintenance	
	Non-Working days management	
Reports	Ordering of Reports	1 day
INA Tariff management	Industry standard tariff, SRS	4 hours
Services INA	INA Alloc_Ref_Code modification	2 hours
Services ONP Work-order mgt	Deletion of a porting transaction (exception, usually is not authorized)	1 day
NRH Change	Change of NRH for individual ported numbers	4 days
	Modify the NPRN for a given number block (OFCOM_List_new)	4 hours
Mass operations	Mass NRH change (handle and prepare file)	4 days
	Mass porting (handle and prepare file)	