

GLOBENET CABLE SYSTEM — GLOBENET CABOS SUBMARINOS S.A.



Customers Procedures

Version	Approver Name	Approver Title	Approved Date mm/dd/yy	Updated Date mm/dd/yy
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Relationship with Customers

Introduction

GlobeNet's highly trained multilingual (English/Spanish/Portuguese) staff is committed to delivering 24x7x365 real-time proactive network monitoring, skilled trouble resolution, and superior customer service.

This document details our Customers relationship with the Globenet NOC, for different aspects of service needs such as:

1. Opening of tickets for incidents
2. Opening of tickets for access (Globenet site)
3. Opening of tickets for Shipping or collecting of material

1. Opening of Tickets for Incidents or Requests

Our Network Operations Center (NOC) is located in Boca Raton, Florida, USA, and monitors and controls the network through a sophisticated set of network management tools.

You can reach our NOC via the Web Portal, E-mail or Phone:

- 1.- Web Portal: Customers can access GlobeNet's Web Portal (www.globenet.net) via the Customer login link, and manage from there all aspects of their relationship with us, including opening of a ticket.
- 2.- E-mail: To open an incident ticket or to make a request, please send an email to noc@globenet.net with the detail form attached. You can download the form at <http://bit.ly/2sYj0BY>. Note that GlobeNet will not be able to process your ticket if any information requested in the form is missing or incomplete.

TECHNICAL SUPPORT REQUEST FORM		
Company Name		
Technical Contact #1	Name	
	Email	
	Phones	
Technical Contact #2	Name	
	Email	
	Phones	
Circuit ID		
Problem/Issue 	Latency or Delay	☐
	Circuit Down	☐
	Circuit Errors	☐
	IP Down	☐
	intermittency/flaps	☐
	Other	☐
Start time of issue (hh:mm) - (MM/DD/YY)		
Detailed description of issue. Please, provide logs, register of alarms, etc.		

3.- Phone: You can also call any of the following domestic numbers to open a ticket.

USA: +1.561.750.2488 BERMUDA: +1.441.294.6555 BRAZIL: +55.21.3987.0371 / +55.21.3475.3371 COLOMBIA: +57.1.650.5201 VENEZUELA: +58.212.740.4153

2. Opening of a ticket for access (Globenet site)

For access to Gobenet Sites, you should follow the same process as mentioned above. This ticket should be opened 24 hours before the access is needed if you don't already have a ACL delivered and approved by Globenet NOC.

The data that you need for open this ticket will be:

First Name:

Last Name:

Passport or ID:

E-mail:

Phone Number:

Start date:

End date:

Globenet Site:

Cage number:

Rack number:

24 hours:

Only business Hours:

If you need to open an ACL with Globenet, please fill in the document named **ACL Globenet**, and open a ticket with the Globenet NOC. You should receive confirmation from the Globenet NOC before you request any access case.

If you have an ACL approved by the Globenet NOC, the people in the list can request services in the Globenet sites.

The individual (s), will need to accept, the “**DATA CENTER AND CLS ACCESS CONTROL**”.

If you need entry to remove material or equipment from the Globenet Site, you need to fill in the “**EQUIPMENTS AND MATERIALS TRANSFER**” document and attach it to the opened ticket.



The access and video records can be requested by customers until 90 days after the access case. GloboNet staff and security team are the only access system administrators.

3. Opening of a Ticket for Shipping or Collecting of Material

For the shipping or collecting of material in the GloboNet sites, you should follow the same process mentioned above. This ticket should be opened 48 hours before the shipping or collecting of material to the GloboNet Sites.

When opening the ticket, you will need to attach and fill in the “EQUIPMENT AND MATERIALS TRANSFER” document and wait for an answer from the GloboNet NOC before proceeding with the shipment.

Escalation List

Our NOC operators proactively manage service issues and will keep you informed of the resolution status. The GloboNet team strives to have technical support issues resolved immediately. If there is a need for escalation, our contact list is below.

Escalation Order	Responsible	Contact Information
All Inquiries	Technical Support Center and NOC Supervisors	NOC@globenet.net USA: +1.561.750.2488 ARGENTINA: +54-1170922670 BERMUDA: +1.441.294.6555 BRAZIL: +55.21.3475.3371 COLOMBIA: +57 601.650.5201 VENEZUELA: +58.212.740.4153
Cases Exceeding 3 Hours of downtime	Customer Operations Manager Jesus Romero	jesus.romero@globenet.net Main: +1.561.750.2488 Mobile: +954.955.4451
Cases Exceeding 6 Hours of downtime	Operations Coordinator Edwin Serrano	edwin.serrano@globenet.net Main: +55.21.34753362 Mobile: +55.21.98460.3276
Cases Exceeding 9 Hours of downtime	Subse E&O Director Cesar Jimenez	cesar.jimenez@globenet.net Main: +1.561.544.6575 Mobile: +1.561.543.7674
Cases Exceeding 12 Hours of downtime	VP Engineering Cicero Oliveira	Cicero.oliveira@globenet.net Main: +55.21.98313.1700 Mobile: +55.21.98313.1700