

ufinet

Welcome Kit

WHO WE ARE?

We offer a wide range of comprehensive and customized telecommunications solutions, delivering the highest quality and full reliability.

We are a neutral operator providing fiber-optic-based services in the wholesale telecommunications market. We offer connectivity solutions to our clients, with extensive network coverage and strong presence in major cities across the 21 countries where we operate.

With over 130,000 kilometers of deployed fiber and more than 27 years of experience, we are your ideal partner for transmission services in Latin America.

Services



Capacity

High-bandwidth fiber optic connectivity for fast and secure circuits.



Internet

Global Internet connectivity through leading Tier 1 international ISP's.



FTTH

We provide our clients with FTTH services across LATAM through an open neutral network model.



Dark fiber

Extensive network with over 130,000 km of dark fiber cable deployed across the Americas.



VSAT

Extensive coverage through the satellites we operate, offering an alternative option to fiber optics.



Towering

We offer tower services that include power supply and connectivity via fiber optics and RF, when required.



Co-location

We are located in DC's such as NAP of the Americas in Miami, One Wilshire Coresite in Los Angeles, and NYC1-60 Hudson in New York.



Cloud

Unique and direct links providing the necessary logical connection to the cloud. Our product enables connectivity.



CGNAT

A solution designed to optimize the allocation and utilization of IP addresses.



Level 3 services

It provides private and secure IP connectivity through static or dynamic routing.



Secure Gateway

Advanced defense is ensured, adapting to threats, allowing us to offer high-quality connectivity without compromising security.



AntiDDoS

A solution to protect your operations as a connectivity provider. Our advanced technology detects and mitigates attacks.

Incident/Request Process

Creation

- Check the connection and status of your equipment (see Step by Step).
- Communicate through the official support channels.
- Report the ID assigned to your service.
- Include your current email address and phone number.
- Request the assignment of a ticket.



Diagnosis

- The Technical Support team will begin the diagnosis, either manually or automatically if the report is generated through the web portal.
- Run tests to find a quick solution.
- Report the findings.
- If necessary, field engineers will be dispatched.
- Access and repair schedules will be requested.



Closure

- Once the work is completed and the reported issue is resolved, our engineering team will proceed to confirm the operability.
- A resolved report can only remain in the "Resolved" status for a maximum of 24 hours.
- After the ticket is closed, and in case of Ufinet's responsibility, the final resolution report (RFO) will be sent within a maximum of 72 hours.



Step by Step



Keep it On

Confirm that your equipment is powered on. To do this, check that the power cable is connected and that the LED indicator on the panel is lit.

Always connected

At the back of your equipment, you will find a series of connected cables. Verify that all of them are properly attached.



Turn off and on

Restart your equipment, as this may resolve issues such as: operating system saturation, IP duplication, and temperature rise.



Indicator lights

Our equipment is equipped with a set of lights that indicate the service status.

Connected
 Disconnected



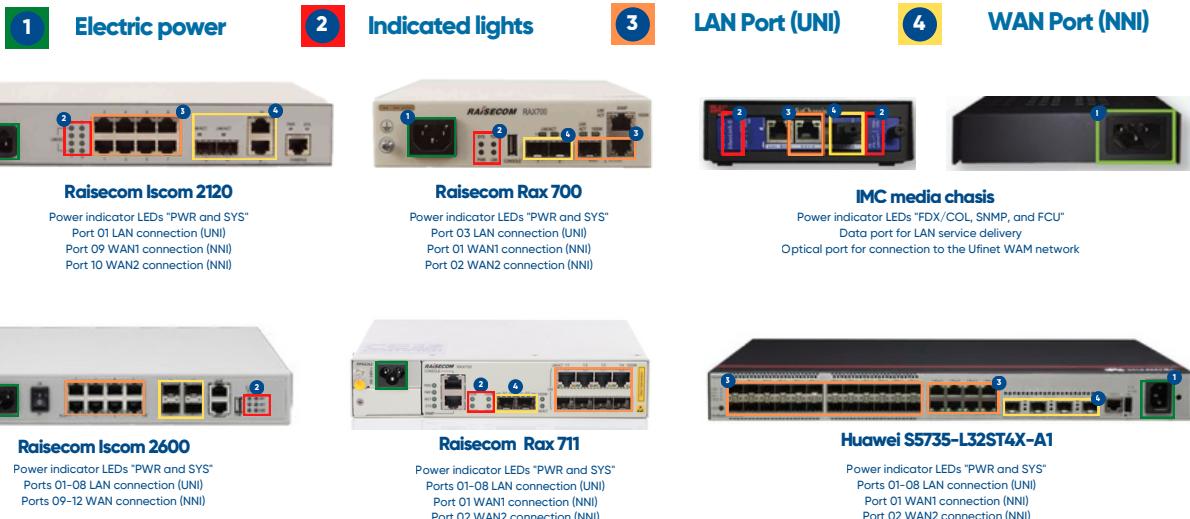
Scheduled activities

Our commitment is to provide you with a stable, reliable, and secure network. Therefore, our Network Engineering team evaluates the best options and technological advancements on a daily basis, positioning us as your leading cutting-edge connectivity alternative. Occasionally, it is necessary to carry out scheduled activities, which may cause a temporary disruption to your services.

For this reason, we kindly request that you authorize the activities notified in advance or indicate your rejection of them within no less than 72 hours prior to the activity. Otherwise, it will be considered accepted, and we will proceed with its execution.



Equipment



Our support channels



WEB Portal
<https://gestionticketing.ufinet.com/>



PBX

F. (502) 2317-3333	F. (51) 01702-7124
F. (503) 2273-6750	F. (52) 7224-810879
F. (504) 2271-0262	F. (54) 115-2352900
F. (505) 8966-9317	F. (56) 228-920150
F. (506) 4107-0333	F. (57) 5 3860-750
F. (507) 376-0101	F. (57) 601 7448 604
	01 800 091 0091 (CO)



E-mail

noclatam@ufinet.com



Omnichannel

+502 4660 9680

Remember... the future is in our Web Portal

As part of our commitment to our customers, we have evolved by implementing a new communication channel, where you can easily access and manage all your technical support requests for existing services. You will receive a diagnosis on total outages in record time and interact with our specialized engineers.

Request your user through our email noclatam@ufinet.com or via our PBX.

Escalation Guide

Level	Contact information		
1 NOC Latam Immediate	noclatam@ufinet.com	www.ticketing.ufinet.com	Omnichannel: +502 4660 9680
2 NOC Latam Supervisor One hour	noclatam@ufinet.com	+57 312 4569607 +57 312 4569673	+57 312 4569654 +57 312 4569665
3 Alejandro Casasola Head of CNOCLatam Four hours	ocasasolac@ufinet.com		+57 322 8845165
México 	4 Romeo E. Lopez Diaz Head of Maintenance rlopezd@ufinet.com +52 55 7698 6888 Five hours	4 Pedro Orellana Head of Maintenance porellana@ufinet.com +502 5908 1617 Five hours	4 Rodrigo A. Cadena Head of Maintenance rcadenas@ufinet.com +503 7746 4208 Five hours
5 Fernando Lemus Chief Technology Officer jlemus@ufinet.com +502 5908 1788 Six hours	5 Fernando Lemus Chief Technology Officer jlemus@ufinet.com +502 5908 1788 Six hours	5 Alejandro Fernández Chief Technology Officer afernandezc@ufinet.com +503 7859 3012 Six hours	4 Marcelino Canaca Head of Maintenance mcanacab@ufinet.com +504 9439-9951 Five hours
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6 José Fernando Cáceres OYM Manager Latam Eight hours		jcaceresg@ufinet.com	+57 311 352 9184
7 Robinson Gutiérrez CTO Latam Ten hours		rgutierrez@ufinet.com	+507 6924 7017

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If you need more information, feel free to contact us through our official support channels.