

Circuit Procedure

NOC Team

19 March 2020

1

Send Email

Send email to MSO Group to open ticket.

2

Share alert

Send message to OAC & IT group.
Send message to GM.

3

Follow UP

follow continuously with MSO team or STC team after each 15 minutes.

4

Share Follow up

Send follow up message to OAC & IT group.
Send follow up message to GM.

5

Link status

Once the link up, keep monitoring the link and verify the services.
Close the ticket if all services work fine.

1 MSO Email

MSOGroupMail@stcsc.sa

2 MSO Number

1900

3 Email letter

Kindly, Open Ticket with STC WS/EBU regarding for the Circuit Name: RIYADH-RIYADH IP7004. Riyadh Takhasusi Circuit Down.

Case is very urgent & Critical.

Kindly contact Us on the Flowing:

NOC Mobile Number:

Site Name	BRAVO LINK
Circuit Name	RIYADH-RIYADH IP7004
Backhaul	
VLAN	
STCsc 1 st Contact Person	
STCsc 2 nd Contact Person	
Availability	Anytime
Modem / Router are powered on and Connected ?	Yes
IP Address	172.18.244.106

Circuit Details

JEDDAH

Site Details	Circuit Name	PUBLIC IP	VLAN	Link Name	Interface No.
RA-JED-MAIN-1.BRAVO.SA 10.120.0.1	Jeddah-Jeddah W-IP000355	172.18.34.230	2825	JED-BR	G 0/0/0.2825
	JEDDAH-JEDDAH W_IP110	172.31.25.238	3123	Bravo link	G 0/0/0.3123
RC-JED-204-1.BRAVO.SA 10.122.0.1	JEDDAH-JEDDAH W_IP000137	172.18.75.230	2892	IGATE LINK	G 0/0/3.2892
	JEDDAH-JEDDAH W_IP109	84.235.90.82	2652	SADAD LINK	G 0/0/4.2652
RA-JED-MSO-202-1.BRAVO.SA 10.126.0.1	JEDDAH-JEDDAH W_IP230	172.18.150.74	2110	MSO-202	G 0/0/0.2110
RA-JED-204-1.BRAVO.SA 10.122.90.45	JEDDAH-JEDDAH DIAS568	37.224.75.23	2174	JEDDAH-INTERNET	G 0/0/0.2174

Circuit Details

RIYADH

Site Details	Cuircut Name	IP Address	VLAN	Link Name	Interface No.
RA-RYD-MSO-101-1.BRAVO.SA 10.112.0.1	RIYADH-RIYADH W_IP104	172.18.56.178	2918	MSO-101	TE 0/0/0.2918
RYD-TKH-G-D-AR-4331-1.BRAVO.SA 10.114.1.1	RIYADH-RIYADH IP7004	172.18.244.106	N/A	RYD-TKH	G 0/0/0
RYD-HQ-GF-R1-WAN.BRAVO.SA 10.110.0.1	RIYADH-RIYADH W-IP000264	62.149.105.194	2812	RYD-HQ	G 0/0/0.2812
RYD_RDC46_A10_ASR1001X_INT_1 10.113.32.13	RIYADH-RIYADH-DIAS10487	37.224.47.149	2140	RDC-46-Primary Internet	G 0/0/0.2140
RYD_RDC46_A10_ASR1001X_INT_2 10.113.32.14	RIYADH-RIYADH-DIAS10944	93.112.7.163	3863	RDC-46-Secondary Internet	G 0/0/0.3863
RYD_RDC46_A10_ASR1006X_WAN_1 10.113.23.1	RIYADH-RIYADH W_IP 1637 B620M	172.18.226.30	509	RDC-46-WAN	G 0/0/4.509
	RIYADH-RIYADH W-IP1830	172.18.204.54	2418	PTT_MVNO1	Te1/0/0.2418
	RIYADH-RIYADH W-IP1834	172.18.41.178	670	PPT_MVNO2	Te1/0/1.670

Circuit Details

ALKHOBAR

Site Details	Circuit Name	PUBLIC IP	VLAN	Link Name	Interface No.
KHB-BSTN-G-WAN-RTR-1001X-1 10.130.0.1	DAMMAM- DAMMAM W-IP000189	172.18.39.254	2529	KHB-BR	G 0/0/0.2529

Circuit Details

MAKKAH

Site Details	Circuit Name	PUBLIC IP	VLAN	Link Name	Interface No.
RA-MKK-BR-1 10.128.0.1	MAKKAH.MAKKAH W_IP000235	172.18.52.162	2440	MAKKAH-BR	G 0/0/0.2440

1

Send Email

Send email to
support@cyberia.net.sa
to open ticket.

2

Share alert

Send message to OAC &
IT group.
Send message to GM.

3

Follow UP

follow continuously with
Cyberia team after each
30 minutes.

4

Share Follow up

Send follow up message to
OAC & IT group.
Send follow up message to
GM.

5

Link status

Once the link up, keep monitoring
the link and verify the services.
Close the ticket if all services
work fine.

1

Send Email

Send email to
helpdesk@nour.net.sa
to open ticket.

2

Share alert

Send message to OAC &
IT group.
Send message to GM.

3

Follow UP

follow continuously with
NourNet team after each
30 minutes.

4

Share Follow up

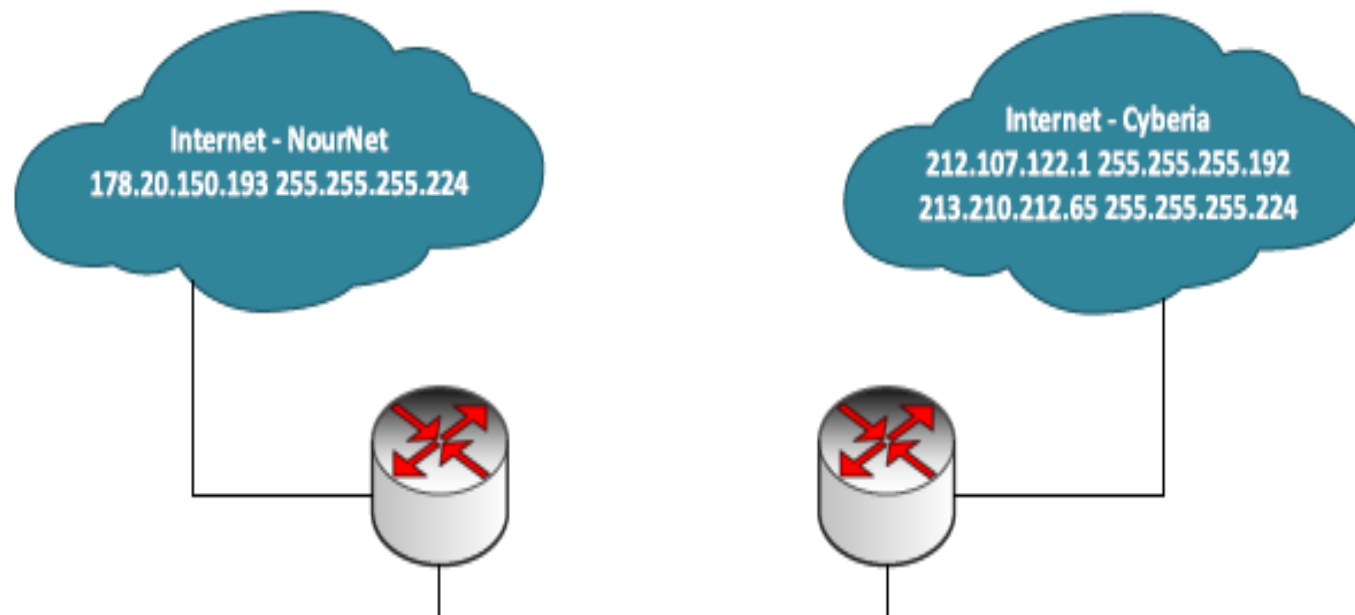
Send follow up message to
OAC & IT group.
Send follow up message to
GM.

5

Link status

Once the link up, keep monitoring
the link and verify the services.
Close the ticket if all services
work fine.

Circuit details for Cyberia and NourNet :





Shukran!

شُكْرًا