

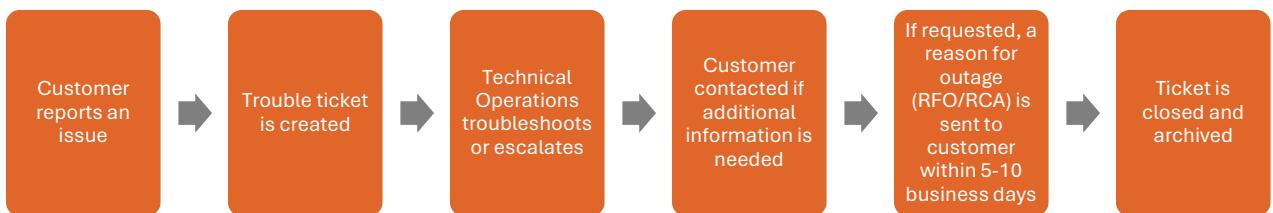
24-Hour NOC Monitoring

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GPC Fiber is backed by Great Plains Communications and supported by its 24x7x365 Network Operations Center (NOC) located in Blair, Nebraska. The NOC uses multiple alarm tools to monitor all network elements. We use a tiered approach regarding proper alarm prioritization and dispatch directly to our own personnel when necessary. We also monitor operational metrics such as availability and Mean Time to Repair (MTTR).

GPC has two teams dedicated to our network support: Technical Operations and Network Operations Engineering. The Technical Operations Specialists work directly with customers for initial troubleshooting and the creation of trouble tickets to track reported issues. If advanced troubleshooting is required, tickets are escalated to the Network Operations Engineering team to resolve the issue or dispatch additional personnel when needed. Outage ticket notifications are sent to customers, along with hourly status updates, until services are fully restored.

The Trouble Ticket Process



Technical Operations will also send customers ticket notifications regarding any maintenance that will impact their services. Customers have 10 business days' notice before any planned maintenance will occur. Emergency maintenance required to ensure service stability may occur with less notice.