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# 018 Xfone Home

## Short explanation about 018 Xfone:

018 Xfone The Internet and International Calls Company has been operating in Israel since 2004 and holding an international operator license. Since 2008, the Company also holds a license to provide Internet services (ISP) and complementary communications services. The Company operates an advanced technological system connected to the international Internet and international networks calls through direct communication lines.

## Basic Guidance

- Xfone would like us to answer support calls 24/7. ([The number that we gave Xfone in our PBX: 03-7212118](#))
- MARTAM Email: [npsupport@we4g.co.il](mailto:npsupport@we4g.co.il) NOC Email: [noc@018.co.il](mailto:noc@018.co.il) (Noc emails take a few minutes to arrive due to the mailbox being an all-forward-rule mailbox)
- Every notification we get that we are supposed to notify Xfone personnel (Graylog, Incoming transmission regarding a malfunction, etc.) we are TO [operations@018.co.il](mailto:operations@018.co.il), as this notifies the relevant personnel at Xfone.
- Every time you have an alert regarding link/interface down, change in traffic usage, etc. use [018 line code list](#) file to find the circuit ID and check the line graphs in [Xfone Grafana](#), to check if the alert need immediate escalation or if it can wait (in case of alert during off hours).
- Partner providing Xfone their over the seas services, so in case that you're getting a phone call from Partner and they're telling you about a general issue that they have - Ask for ETA for a fix and then call Daniel Glusman (Technical Support Manager) - 054-826-6924 and let him know about the issue.
- In case of any operator talked sent you a message about Major event or area event please send an email with the following content TO:[operations@018.co.il](mailto:operations@018.co.il); CC:[maorb@oasis-tech.net](mailto:maorb@oasis-tech.net); [dennis@018.co.il](mailto:dennis@018.co.il); [anat.m@018.co.il](mailto:anat.m@018.co.il); [danit.d@018.co.il](mailto:danit.d@018.co.il); [tamir@018.co.il](mailto:tamir@018.co.il); [adva.b@018.co.il](mailto:adva.b@018.co.il); [tac@oasis-tech.net](mailto:tac@oasis-tech.net); [shimon.b@018.co.il](mailto:shimon.b@018.co.il); [shahar.c@018.co.il](mailto:shahar.c@018.co.il); [waseem\\_rouhana@babcomcenters.com](mailto:waseem_rouhana@babcomcenters.com); [Y.aackov.n@018.co.il](mailto:Y.aackov.n@018.co.il); [Amirs@babcomcenters.com](mailto:Amirs@babcomcenters.com).

Also send a message in the Whatsapp group **לקוחות&טכנולוגיות אונליין** regarding the event.  
It will open you a ticket in our TAC, follow up the ticket and you will also be able to reply about updates that you will get later until you will update about the ticket closure when the issue is over.

We4G .

- In case you receive an email from Cellcom, Bezeq, Partner, etc which notify you about maintenance work that they are planning to do, you should act as the following:  
Use the email content and open a TAC ticket (using the e-mail) TO: [operations@018.co.il](mailto:operations@018.co.il) CC: [tamir@018.co.il](mailto:tamir@018.co.il); [shimon.b@018.co.il](mailto:shimon.b@018.co.il); [shayb@oasis-tech.net](mailto:shayb@oasis-tech.net); [amos@oasis-tech.net](mailto:amos@oasis-tech.net); [nitzan.tz@oasis-tech.net](mailto:nitzan.tz@oasis-tech.net); [maorb@oasis-tech.net](mailto:maorb@oasis-tech.net); [tac@oasis-tech.net](mailto:tac@oasis-tech.net) .  
When sending the e-mail please use the following subject "Planned works - ([The operator that is doing the works](#)) | Date & Hours", in the e-mail body, please specify again, when does the activity start, what is the ETA for it's ending, what lines / sites / areas will be affected, and the expected downtime, if you do not have details, and the e-mail is ambiguous, please ask the performing party for the missing details before forwarding the e-mail to xFone relevant personnel.
- In case any other operator tells you a customer has been preserved during a mobility process, you must send an email to Xfones lawyer TO: [shahar.c@018.co.il](mailto:shahar.c@018.co.il). CC: [maorb@oasis-tech.net](mailto:maorb@oasis-tech.net); [Ravit.H@018.CO.IL](mailto:Ravit.H@018.CO.IL); [shimon.b@018.co.il](mailto:shimon.b@018.co.il); [tamir@018.co.il](mailto:tamir@018.co.il). Remember to add as an attachment the answer you received from the other operator.
- In case that you're getting a Whatsapp message or a phone call from 018 call center or management, and they're asking you regarding a reception issue in a specific area, you need to do the following:  
**Step 1:**  
if it's an 018 personnel: you need them to fill the CMG Form, and e-mail it to you, The form can be found here: [How To | Announce on a network issue that effect customers](#)  
if it's an 018 management personnel: i.e. Shimon, you need to skip to step 2.  
**Step 2:**  
Check the information you were given, You need to remember that a cellular antenna works in a Radius (a circle that the antenna is in the middle of)  
the possible outcomes of misunderstood information are in example A client which is driving, which means he is traveling

between antennas at an un-given speed which might interfere with reception, and it is our role to take this information, understand it, and sometimes filter the false-positive entries.

**Step 3:**

Take the address, and search for the closest antennas (multiple sites, not one, some might be just LTE, some might be just 3G, check a few, not one!) according to the following guide: [How To | Check Cellcom Site Number and locate Antennas](#) and write the site numbers down.

**Step 4:**

Check the Remedy (Cellcom ticketing system) for any open / assigned tickets on those sites, note, the first ETA from Cellcom is 3 hours.

**Step 5:**

During CMG working hours (08:00-17:00), notify CMG that there are clients complaining, send them the form (After you've re-written it in the Word - not handwritten!) with the Remedy ticket system if found. and ask them to see if there's something they can do.

During CMG off hours (17:01-07:59), contact Cellcom by yourself + CC Matan (CMG) - [matan@cmgnetwork.co.il](mailto:matan@cmgnetwork.co.il) to every email you might send them.

■ **Misleading communication issue with other operators MARTAM's:**

לדיינו, היו מקרים בהם מרת'ם אחים בקשר לנו ליד "אלא מזוהה" ברגע שהייתו לנו שגאה בינה. בבור הלקוחים מדובר במוני שהא כשר (קומה שרה) או פריפ-יד (טוקון), ולנו באותו אקסנון אין אפשרות לשלוח מימיים אליו לא מוסיפים את השירוט הרבה. כל מקרה שבו אחד הפמיילים מחזיר תשובה לשגאה – "תנסו לראייד לאלא מזוהה" < מהזיר תשובה – בבקשתו לשלוח את הסיבה לשגאה, האם מודובר במניי כשר או טוקן?> במקרה זה לא ברכ, תהאל.

■ **ISP:**

Open tickets to:	<a href="mailto:operations@018.co.il">operations@018.co.il</a>
Working Hours:	24/7

**MARTAM Mobile Operator:**

Working Days & Hours Of Support Center	Mobility Completion Time
Sunday-Thursday 08:00-23:00	Sunday-Thursday 08:00-21:15
Friday & Holidays 08:00-13:00	Friday & Holidays 08:00-13:00
<ul style="list-style-type: none"> <li>• There is no need to call Ravit after 20:00</li> <li>• There is no need to call other MARTAMs after 20:00</li> </ul>	<ul style="list-style-type: none"> <li>• There is no need to call Ravit after 20:00</li> <li>• There is no need to call other MARTAMs after 20:00</li> </ul>

⚠ REMEMBER: You can always send a mobility request during night and it will be waiting in queue, and it will start automatically on the next working day.

- ⚠ In case that you're about to forward the CRM ticket to - send also an email TO:[guy.s@018.co.il](mailto:guy.s@018.co.il); [david.c@018.co.il](mailto:david.c@018.co.il); [itamar.i@018.co.il](mailto:itamar.i@018.co.il) from [Xfone MARTAM Web Mail](#), let them know about the case number and explain everything you did \ Other operators answers \ What did in the CRM ticket - **add the CRM ticket number to the email!**⚠

■ **Responsibilities table:**

- NOC – הנציגים לא אמרים להעביר פניות ל-NOC
- קבוצת IT – תקלות CRM, Billing, חיבטים, דוחות וכו'
- הנדסה – תקלות גליהה, שיחות, רומיג, סמסים וכו'
- מרtems – תקלות נייד, שיחות/SMS לא מגיעים מפעלים מסוימים.

- If another operator ask's for a publish\_respons from Xfone's MAPA we should transfer the message to Shimon Ben Lulu
- ⚠ For every ticket that you received to MARTAM or NOC and not supposed to be there, forward it to the correct department according to the table above, and add the CRM ticket number to the following table in Google Sheets: [We4G Wrong Tickets Assignments](#)

## Tools Of Trade:

- [Zabbix](#)
- [Guardicore](#)
- [NPG](#)
- [CRM](#)

- [MARTAM Web Mail](#) (Use this email with all your communication regarding MARTAM)
- [Graphana](#)
- [DSE](#)
- [Netflow](#)
- [Cellcom Systems Dashboard](#)
- [Fraud system \(NOC View\)](#)

## Zabbix Priority:

	Day Time	Night Time
Information	Just Open a ticket	Just Open a ticket
Average	Call	Don't call - follow up at 10AM
HIGH	SMS & call after 30 minutes	SMS & call after 30 minutes
Disaster	Call	Call

## Contact List

Management				
Name	Role	Phone Number	Email	
Anat Malchi	VP Customers	053-200-3002	<a href="mailto:anat.m@018.co.il">anat.m@018.co.il</a>	
Adva Ben-Yehuda	Back Office Manager - Maternity vacation	054-461-1998	<a href="mailto:adva.b@018.co.il">adva.b@018.co.il</a>	
Danit Dagan	1st Line Support Centers Manager	053-8805772	<a href="mailto:danit.d@018.co.il">danit.d@018.co.il</a>	
Yael Tohof	Manager	050-401-4972	<a href="mailto:yael.t@we-mobile.co.il">yael.t@we-mobile.co.il</a>	
Ravit Horovitz	Operator Relations Manager	054-492-5001	<a href="mailto:ravit.h@018.co.il">ravit.h@018.co.il</a>	Sent Email first & message via What's up
Shahar Cohen	Lawyer	?054-900-0367?	<a href="mailto:shahar.c@018.co.il">shahar.c@018.co.il</a>	with all the information you have regarding the issue, , if there is no reply in 15min Call, When the issue solved reply to her by Email.
Dennis Chen		052-313-3225	<a href="mailto:dennis@018.co.il">dennis@018.co.il</a>	
BillRun (CRM & NPG Monitor)				
Name	Role	Phone Number	Email	
Ofer Cohen	Billrun (Not Xfone) Founder & CEO	054-691-8666	<a href="mailto:ofer.cohen@billrun.com">ofer.cohen@billrun.com</a>	
Eran Uzan	Call in case that Ofer isn't answering	054-737-1030	<a href="mailto:eran.uzan@billrun.com">eran.uzan@billrun.com</a>	
Shani Dalal	Call in case that Eran isn't answering	054-765-5380	<a href="mailto:shani.dalal@billrun.com">shani.dalal@billrun.com</a>	
Yair Lahav	DEV ( <a href="#">Call only after asking Almog</a> )	054-434-6180	<a href="mailto:yair.lahav@billrun.com">yair.lahav@billrun.com</a>	
בכירים - שירות ותמכה				
Name	Role	Phone Number	Email	

Ariel	<b>בכירים - שירותות ותמייה</b> Manager	052-4043515	ariels@babcomcenters.com	
Amir cyda	Manager of Call Center Array	052-4677-296	Amir.s@we-mobile.co.il	
<b>בכירים - שירותות ותמייה</b>	Achmashia	054-4679-2931	Bchirim.b@we-com.co.il	
Amin	Bchirim manager	0542882320	amink@babcomcenters.com	
Nasrin	Ahmash	0548395444		
Luzan	Ahmash	0534255546		
Yogev	Xfone ISP support manager	050-3016558		

### הנדסה engineering

Name	Role	Phone Number	Email	
Shimon Ben-Lulu	<b>הנדסה engineering</b> Manager	050-872-1111	shimon.b@018.co.il	
Mahleket Handasa	Main phone number (Handasa)	03-925-4464		
Avishay	3rd tier engineer (Handasa)	058-757-5475		
Tarek Izhiman	3rd tier engineer (Handasa)	052-524-3684		
Kobi Elimelech	3rd tier engineer (Handasa)	050-466-5655		
Guy Shapira	Issues with phone calls/SMS routing	050-233-7221	guy.s@018.co.il	
David Cohen	Issues with phone calls/SMS routing	050-239-2394	David.c@018.co.il	
Itamar Langer	Issues with phone calls/SMS routing	054-242-7977	Itamar.l@018.co.il	
Shmulik	Issues with SIM / reception / internet	054-481-4603	shmulik@018.co.il	
Motti Smandar	3rd tier engineer (Handasa)	050-965-1234	moti.s@018.co.il	
Aviad Shmuel	IT	054-3326181	Aviad.s@018.co.il	
Omar Isa	DO NOT CALL	054-760-4230	Omar.I@018.co.il	
Shay	Email issues	052-832-4717		

### Voice Center

Name	Role	Phone Number	Email	
TOP2	Always e-mail		TOP2@voicenter.com	
Voice Center	1st escalation	077-6021-799	support@voicenter.co.il	
Amihay		050-972-1151		
Yoav		052-252-3506		
Strategic line	Final Escalation	03-303-0500		

### Back Office

Name	Role	Phone Number	Email	
Back Office	Main Number	051-200-0192	bo@we4g.CO.IL	
Liat	Shift Manager ( <b>Call only if needed during working hours</b> )	053-239-9190	Liat.b@018.co.il	
Pini	Marketer Manager	054-481-4045		
Roey Babaev	Strategic Customer Manager	054-303-9705 051-800-0800		No Whatsapp Whatsapp Only

### Fraud

Name	Role	Phone Number	Email	

David Messika	Security (Fraud) Team Leader	052-488-7254		
<b>CMG Networks (Office working hours 08:00-17:00)</b>				
Name	Role	Phone Number	Email	
Hagai	1st escalation	054-481-2115	<a href="mailto:hagai@cmgnetwork.co.il">hagai@cmgnetwork.co.il</a>	
Tsafrir	2nd escalation	050-923-4890	<a href="mailto:tsafrir@cmgnetwork.co.il">tsafrir@cmgnetwork.co.il</a>	Always CC!
Shlomi Assa	3rd escalation	0504401819	<a href="mailto:shlomi@cmgnetwork.co.il">shlomi@cmgnetwork.co.il</a>	Always CC!
Hagai		052-920-2210	<a href="mailto:hagait@cmgnetwork.co.il">hagait@cmgnetwork.co.il</a>	
<b>018 Line Support (External Operators)</b>				
Name		Phone Number		
Cellcom				
Partner		072-200-1020		
HOT Transmission		0777078613		
<b>Telecom Italia NOC (MedNautilus) (Only if been told to contact)</b>				
NOC	Managed Bandwidth	-	<a href="mailto:noc_mb_med@tisparkle.com">noc_mb_med@tisparkle.com</a>	
Net IP TIS-Noc	-	-	<a href="mailto:network.noc@tisparkle.com">network.noc@tisparkle.com</a>	
Sima Doron	-	-	<a href="mailto:doron.sima@tisparkle.com">doron.sima@tisparkle.com</a>	
<b>Cogent Support (Only if been told to contact)</b>				
NOC	9013-49-69-2998-9696	9013-49-69-2998-9696	<a href="mailto:eu-support@cogentco.com">eu-support@cogentco.com</a>	
<b>MedOne</b>				
MedOne Support Center	-	076-531-7070	-	
Bezeq - Moked arzi		03-9554701		
Bezeq - Moked Iski		1-800-800-800		
<b>Hot Mobile</b>				
Technical Support NOC	053-903-6080		<a href="mailto:noc@hotmobile.co.il">noc@hotmobile.co.il</a>	

## MARTAM

[ What is MARTAM? ] [ In case you receive an answer from another operator that the client was reserved (???? ????): ] [ SLA according to Ministry of communication: ] [ Operator Codes ] [ Hebrew MARTAM Presentation ]

### What is MARTAM?

#### Operators Coordinating Center

The MARTAM Department is the department that customer support department or agents will contact as escalation in any problem relating to the mobility of numbers, stationary or mobile between the various operators.

The MARTAM role is to find out what caused an error / delay in the mobility process, using a direct communication with the operator that holds the number.

**In case you receive an answer from another operator that the client was reserved (???? ????):**

You need to forward the answer to the following addresses:

To: [shahar.c@018.co.il](mailto:shahar.c@018.co.il)

CC: [ravit.h@018.co.il](mailto:ravit.h@018.co.il); [almog@oasis-tech.net](mailto:almog@oasis-tech.net); [shimon.b@018.co.il](mailto:shimon.b@018.co.il); [tamir@018.co.il](mailto:tamir@018.co.il).

## SLA according to Ministry of communication:

- Communications between the operators will usually be via e-mail, but if necessary, the phone will also be used for emergency cases.
- See MARTAM departments details of communications companies in Israel here: [MARTAM Departments In Israel](#)
- Israel ministry of communication demands from all the operators MARTAM departments to send a quarter report with all the times when the mobility service was down, in any case that Xfone's mobility service is down please remember to document everything [HERE](#)
- Every time that Xfone's mobility service is down we should notify the other operators MARTAM departments that our service is down at the moment, like that they won't try to move numbers from us, send an email to all the MARTAM's using the following template - Expand to see the template (Communication with operators will be in Hebrew) and send it TO: [partner-IT-NP@partner.co.il](mailto:partner-IT-NP@partner.co.il); [noc@hallo.co.il](mailto:noc@hallo.co.il); [noc@018.co.il](mailto:noc@018.co.il); [Npg.Support@bezeq.co.il](mailto:Npg.Support@bezeq.co.il); [martam@bezeqint.co.il](mailto:martam@bezeqint.co.il); [cellcom-np@cellcom.co.il](mailto:cellcom-np@cellcom.co.il); [npg\\_hc@homecenter.co.il](mailto:npg_hc@homecenter.co.il); [Netvision013np@netvision013.co.il](mailto:Netvision013np@netvision013.co.il); [npg@golantelecom.co.il](mailto:npg@golantelecom.co.il); [martam.Hot@hot.net.il](mailto:martam.Hot@hot.net.il); [NPSupportM@hotmobile.co.il](mailto:NPSupportM@hotmobile.co.il); [NPG@telephone.co.il](mailto:NPG@telephone.co.il); [NPG@rami-levy.co.il](mailto:NPG@rami-levy.co.il); [support@cellact.com](mailto:support@cellact.com); [noc@x2one.com](mailto:noc@x2one.com); [tzvika.m@x2one.com](mailto:tzvika.m@x2one.com)

### Email Template:

Subject: [שירותי נו' לא פעילים - Xfone](#)

שלום,  
לעидכו, שירות הנוי של אקספון למשה ברוגעים אלה, נעדרן ברגע שחוורם לפעילות.  
תודה,  
[Xfone NOC](#)

- In case of issues with the operator Alon Cellular (Operator code: AL), please follow the 'Warning section' below:

המספר AL (alon cellular) מוגול לפלאפון (PL) לפני השנה וחצי.  
במידה ורש לכם הਪניות כאליה החליפו את AL ב-PL בזירה נו' ולאחר מכן הפכו את הנוי ל-  
[.COMPLETED](#) ו- [PUBLISH\\_RESPONSE](#)

- In case of issues with the operator Home Cellular (Operator code: HC), please follow the 'Warning section' below:

HC = הום סלולר  
המ נקנו ע"י סלקום

- Operators MARTA's service hours:

### Mobile Operator:

Contact other Martams (Via Phone) until 20:00, by email 24/7

Working Days & Hours Of Support Center	Mobility Completion Time
Sunday-Thursday 08:00-23:00	Sunday-Thursday 08:00-21:15
Friday & Holidays 08:00-13:00	Friday & Holidays 08:00-12:15

### Stationary Operator (working hours and mobility completion):

Single number mobility	Range of numbers mobility (PRI)
Sunday-Thursday 08:00-17:00  ⚠ Mobility requests until 14:00 will be performed at the same day ⚠ ⚠ Mobility requests after 14:00 will be performed on the next day ⚠  Friday & Holidays On the upcoming Sunday or on the next working day	Sunday-Thursday 08:00-20:00  Friday & Holidays 08:00-14:00

- It is forbidden to block a customer from moving from one operator to another without a justified reason. In exceptional cases where there is a lack of understanding between the MARTAM's by emails, a telephone call is made to deal with the matter.

## Operator Codes

The Ministry of Communications assigns different operators identification codes, the identification code will be different between numbers associated with mobile or stationary (MAPA) devices.

Operator Code	Description	Mobile \ MAPA	DSE Operator Code	Notes
TZ	Telzar Mobile	Mobile	D59	
TE	Azi	MAPA	D25	
PL	Telephone Mobile	Mobile	D50	
RL	Rami-Levi Mobile	Mobile	D62	
PR	Partner Mobile	Mobile	D54	
PM	Partner MAPA	MAPA	D23	
CL	Cellcom Mobile	Mobile	D52	
CM	Cellcom MAPA	MAPA	D24	
MI	HOT Mobile	Mobile	D53	
HT	HOT MAPA	Mobile	D22	
BZ	Bezeq	Stationary	D20	
BI	Bezeq intenational MAPA	MAPA	D21	
KZ	Smile 012	MAPA	D31	
NV	Netvision	MAPA	D29	
EX	Xfone	MAPA	D28	
ES	Xfone	MAPA	-	
MR	Maraton-Xfone	Mobile	D51	
HI	Haloo 015 International (Hilat)	Mobile	D26	
HL	Haloo 015 MAPA (Hashikma)	MAPA	D30	
CT	Cellact	Mobile	D63	
AY	Cellact	MAPA	D27	
GT	Golan Telcom	Mobile	D58	
KD	Ministry of Defence	-	-	
BN	Bynet	MAPA	D33	
FT	Free Telcom	Mobile	D60	
FL	Free Telcom	MAPA	D32	
LB	Anatel	Mobile	D64	
AN	Anatel	MAPA	D34	
HC	Home Cellular	Mobile	D61	Not in production, all the customers moved to Cellcom

## Hebrew MARTAM Presentation



# **NOC**

# **Procedures**

# EMS Console procedure

We need to check the phone calls status every 1 hour - You'll have a reminder in Outlook.

How to connect and what should I send in the Whatsapp group guide:

Basically you will be able to use the following link after your first login, to be directly at the main page: <http://192.168.10.2/jgui/RealTime.htm?app=jgui&n=NOC&i=JFOJOLKCMKPJOELMNG&d=emsdb01&h=xfemscdr&k=38104&s=4766925>

But if you'll need to log in again use the below guide:

1. Go to <http://192.168.10.2/>
2. Press on EMS Console



3. Use the credentials below and press on the 'Login' button:

User: noc  
Password: p1234

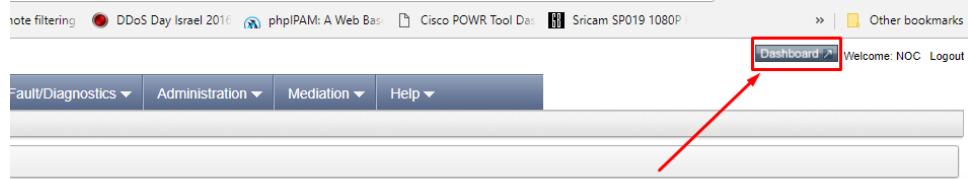
**Veraz Login**

Username :  Password :

**WARNING - READ THIS BEFORE ATTEMPTING LOGIN**

This system is for use by authorized parties only. Individuals using this system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by systems personnel. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of

4. Press on the 'Dashboard' button on the upper right corner, it will open you a new window



5. At the bottom of the page you will see the line 'Cellcom\_National\_Roamin' with a number on his right, in the below example the number of online phone calls is 2066, make sure that this number makes sense - not too low during rush hours (between 11:00-21:00) and it should never be 0.



6. In case that something looks wired you should double click on the number or the text 'Cellcom\_National\_Roaming' and it will popup a new window:



7. Escalate by phone immediately to Shimon Ben-Lulu (050-872-1111) and let him know about it, if he's not answering try Boaz Lowenstein (054-539-9761), if he's not answering try Dennis Chen (052-313-3225).

**Escalate if the EMS Database website not working after trying the below OR in case you see any of the lines on 0 (total capacity is around 40,000 max) OR id the total is too low for it's time**

If the website isn't working, try the following:

1. Try to connect to the website from scratch.
2. Clear cache & cookies and re-login.
3. Try another browser

# EPG Alerts Procedure

You will receive one of four alerts to your email in 'EPG Alerts' folder which is a sub folder under 018 folder (⚠ You might get 2 or 3 emails together - in case that the 3rd email will be with the following subject: PT\_EPG AUTOMATIC APN BLOCK FAILURE, know that this is more CRITICAL than the regular situation with the 2 emails - that means that traffic couldn't be transferred automatically to the other site because there is also an issue on his side).

## Alerts examples:

### For Haifa site:

1. HFvEPG02 SGW Creation Failure is High
2. HFvEPG02 PGW Creation Failure is High
3. HF\_EPG AUTOMATIC APN BLOCK FAILURE (⚠ Much more CRITICAL event - Let Ericsson + 018 On-Duty + Contact persons know about it! ⚠)

### For Rosh Aain site:

1. PTvEPG01 PGW Creation Failure is High
2. PTvEPG01 SGW Creation Failure is High
3. PT\_EPG AUTOMATIC APN BLOCK FAILURE (⚠ Much more CRITICAL event - Let Ericsson + 018 On-Duty + Contact persons know about it! ⚠)

### There are two sites:

1. Located in Haifa (this is why his name starts with "HF" - HFvEPG02)
2. Located in Rosh Aain (Even that his name starts with "PT" - PTvEPG01)

In case that you received one of the above alerts, please act as follows ASAP!! This alert is highly CRITICAL:

1. Call to ALL the contact list below (24\7 except if there is any note like in Tamir's column), start with Handasa On-Duty and let him know that Ericsson engineer is about to contact him, also let the others know that you had these alerts (EPG alerts, PGW & SGW Creation Failure is High - and in case that you also had the third email AUTOMATIC APN BLOCK FAILURE let them also know about that specifically) and that you engaged Ericsson and 018 On-duty already.

1st	Motti Smandar	050-965-1234	Ask him if he want you to contact him for an update or he will call you to give an update
2nd	Shimon Ben-Lulu	050-872-1111	Call only to informed him that 018 & Ericsson on-duties already working to solve the issue
3rd	Dennis Chen	052-313-3225	Call only to informed him that 018 & Ericsson on-duties already working to solve the issue
4th	Tamir Levinas	054-222-9702	Only between 09:00-19:00 Call only to informed him that 018 & Ericsson on-duties already working to solve the issue

In case that someone didn't answer - Send Whatsapp message and let them know that you tried to reach them and that we have an issue with the EPG

2. In case that Motti tells you that there is a real issue, proceed to the next step (3).  
In case that Motti tells you that there is no real issue or if there is a work that they didn't told us about, you can finish your procedure.
3. Call Ericsson call center immediately! and ask them to open an Emergency Event for Xfone.  
**Ericsson Emergency numbers (Call one of them until someone will answer you):**  
**054-480-1960**  
**052-561-1411**  
**073-210-0398**

4. Identify yourself and let them know about that alarm in this way (It's Important to say that you're from Maraton018)

אני גלישה בטלפון חיפה או ראש העין (לפ' וההתראה). שׁוֹרֵךְ בהפצתה של שׁוֹרֵךְ ההפצתה שׁוֹרֵךְ לְפָנֶיךָ, מִזְמַרְתָּן שֶׁל הַקּוֹן שֶׁלְמָנוּ הוּא: בְּבָיאָה לְמָה אֲתָאָה וְשֶׁל הַקּוֹן לְפָנֶיךָ הרשומה

**אנו אלמוני יחזקאל מהברקה של מרaton018, יש לי תקלת**

ספוח לסתם זהה והנתאות קבלותם. מקריאו לנו את הכתובת. במידת הצורך שיעשו שארוך דרכו על זה שהטוטטוק לא תהייה לעזרו ואומנם בשלשה אמילים שליין את זה במדויק פיכו שפוח ברישום קרטיסי יותר

**The procedure that they should already know (Just in case that they don't familiar with that):**  
Ask them to engage two (2) engineers according to the procedure that should be familiar for them:

- One will move the users traffic from the problematic system to the working one, in example Haifa to Rosh Aain in case that Haifa is the problematic one.
  - The other will collect the relevant logs and debug commands from the problematic device.
- ⚠️** In case that they will also ask for an email, you can provide them [noc@018.co.il](mailto:noc@018.co.il)

5. Open a new ticket in Oasis TAC, TO: [operations@018.co.il](mailto:operations@018.co.il) , CC: [shimon.b@018.co.il](mailto:shimon.b@018.co.il); [tamir@018.co.il](mailto:tamir@018.co.il); [dennis@018.co.il](mailto:dennis@018.co.il); [almog@asis-tech.net](mailto:almog@asis-tech.net)

Use the macro 'EPG | New alert', and fill up the relevant content.

Hello,  Please be informed that we received the following alert: <b>Emails Alert Subjects that we received:</b>	<b>Put the subjects of the emails that you received</b>
<b>Action:</b> Engaged Ericsson & 018 On-Duty _____ <small>(His name)</small> , they're working to solve the issue.	
  Regards, Xfone-NOC.	<b>Put the On-Duty Full Name (First + Sort name)</b>

6. Ticket will be 'In Progress' after using the macro, keep following up with Ericsson call center until they will tell you that everything works and that they're closing the ticket on their end.  
Keep updating the ticket with every update that you have from Ericsson and with every time you called them.
7. at the end of the event the on-duty will update you that you're able to close the case.  
Close the case on our TAC with 'NOC Closed' status, and **ALSO** call Ericsson Emergency call center and let them know that they can close the ticket on their end because everything back to normal following the engineers work.

# NocView | Fraud Blocking System

There are 3 scenarios which you will be notified regarding a fraud calls and what to do in each one

- 1) You will receive an email from the system which will notify you that about fraud calls - You'll need to log in to the system and verify that the call was blocked, if not you'll need to block the call manually.

 13:01 09/09/2018 N D1  
info@018.co.il  
09/09/2018 Fraud alert please check the number  
To Operations@018.CO.IL; noc@018.co.il; aviad.s@018.co.il

diaout: 249963857542 amount of duration: 148min  
diaout: 375255703036 amount of duration: 873min  
diaout: 375255703054 amount of duration: 859min  
diaout: 375443487536 amount of duration: 3044min  
diaout: 375443488620 amount of duration: 2338min  
diaout: 375443499473 amount of duration: 1817min  
diaout: 78090509623 amount of duration: 626min  
diaout: 78090509646 amount of duration: 292min

 Reply  Reply All  Forward

13:01 09/09/2018 N 011



info@018.co.il

09/09/2018 Fraud alert please check the number

To Operations@018.CO.IL; noc@018.co.il; aviad.s@018.co.il



cli: 0512559971 amount of duration: 383min, The block was succeed  
cli: 0512559973 amount of duration: 1515min, The block was succeed  
cli: 0512559978 amount of duration: 273min, The block was succeed  
cli: 0512559982 amount of duration: 1352min, The block was succeed  
cli: 0512815599 amount of duration: 1456min, The block was succeed  
cli: 0512835599 amount of duration: 299min, The block was succeed  
cli: 0512845599 amount of duration: 305min, The block was succeed  
cli: 0512875599 amount of duration: 1652min, The block was succeed  
cli: 0512915599 amount of duration: 1361min, The block was succeed  
cli: 0512965599 amount of duration: 1365min, The block was succeed

**2) Another cellular operator notify us regarding a fraud and ask that we will block the number - You will need to block the call manually**

**3) Thresholds that mark with red in the system itself, in the meantime we don't have the thresholds yet and it will be update.**

## **How to block a fraud call**

**Login to the system using the flowing link and credentials:**

Link: <http://91.205.155.86:443/NocView/>

Credentials are in the [018 Xfone Passwords Page](#)

Once you login click on the "open" option

≡ open

## Fraud System 018

hellk  
Logi  
ל

Main נזק נזקי דוחים

מספר תקע	אחריו	זמן שיחות	מספר שיחות				
025328846	09/09/18	45.00min	11	Expend		Release	Block <input checked="" type="checkbox"/>
089452161	09/09/18	60.62min	1	Expend		Release	Block <input checked="" type="checkbox"/>
0540637620	09/09/18	73.45min	11	Expend		Release	Block <input checked="" type="checkbox"/>
0512815599	09/09/18	1456.75min	118	Expend		Release	Block <input checked="" type="checkbox"/>
025817957	09/09/18	45.78min	10	Expend		Release	Block <input checked="" type="checkbox"/>
0512875599	09/09/18	1652.83min	103	Expend		Release	Block <input checked="" type="checkbox"/>
0547728971	09/09/18	90.95min	10	Expend		Release	Block <input checked="" type="checkbox"/>
0512915599	09/09/18	1361.43min	92	Expend		Release	Block <input checked="" type="checkbox"/>
037318280	09/09/18	4.95min	10	Expend		Release	Block <input checked="" type="checkbox"/>
0527697625	09/09/18	92.02min	39	Expend		Release	Block <input checked="" type="checkbox"/>
0527116898	09/09/18	5.95min	10	Expend		Release	Block <input checked="" type="checkbox"/>
035347784	09/09/18	40.38min	32	Expend		Release	Block <input checked="" type="checkbox"/>

Then a search window will be open which there you will need to add the number you wish to block

The screenshot shows the Fraud System 018 interface with a search dialog box overlaid. The dialog box has a dark background and contains the text "חפש מהרי" (Search for) and an "OK" button. A red arrow points from the text "Chat" in the main interface to the "OK" button in the dialog box. The main interface displays a list of call logs with columns for duration, number of calls, and action buttons (Expend, Release, Block). The "Block" button for each row has a checked checkbox icon.

זמן שיחות	מספר שיחות				
73.45min	11	Expend		Release	Block <input checked="" type="checkbox"/>
67.17min	1	Expend		Release	Block <input checked="" type="checkbox"/>
94.95min	11	Expend		Release	Block <input checked="" type="checkbox"/>
1456.75min	118	Expend		Release	Block <input checked="" type="checkbox"/>
29.08min	11	Expend		Release	Block <input checked="" type="checkbox"/>
1652.83min	103	Expend		Release	Block <input checked="" type="checkbox"/>
18.60min	11	Expend		Release	Block <input checked="" type="checkbox"/>
1361.43min	92	Expend		Release	Block <input checked="" type="checkbox"/>
21.43min	10	Expend		Release	Block <input checked="" type="checkbox"/>
94.25min	40	Expend		Release	Block <input checked="" type="checkbox"/>
37.88min	10	Expend		Release	Block <input checked="" type="checkbox"/>
40.38min	32	Expend		Release	Block <input checked="" type="checkbox"/>

Once you write the number in search box, you will have 3 option:

- 1) To block the call destination
- 2) To block the call source
- 3) To release the blocked number.

You will need to block the call destination

The screenshot shows the Fraud System 018 interface. At the top right, there is a logo for 'אולסיס' (Oasis) with the number '018' and the text 'פישוט אחרית' (Recent Activity). To the left of the logo, it says 'hello: oasis.noc;' and 'LogOff'. Below the logo, there is a red circular button with the number '180'.

The main area displays a table of recent expenditures. The columns are labeled 'זמן' (Time), 'מספר שוויין' (Swine Number), and '操作' (Action). The table contains 15 rows of data. Each row includes a 'Release' button (green) and a 'Block' button (red) with a circular arrow icon.

זמן	מספר שוויין	操作
29.08min	11	Expend Release Block
60.62min	1	Expend Release Block
25.00sec	11	Expend Release Block
1456.70min	116	Expend Release Block
9.93min	11	Expend Release Block
1652.83min	103	Expend Release Block
45.00min	11	Expend Release Block
1361.43min	92	Expend Release Block
79.45min	11	Expend Release Block
95.43min	43	Expend Release Block
5.13min	11	Expend Release Block
40.38min	32	Expend Release Block
28.23min	11	Expend Release Block
31.83min	31	Expend Release Block

To the left of the main table, there is a 'Chat' window with a 'Send' button. A search bar at the top of the page contains the number '672380648' with an 'OK' button. Below the search bar, there is a message: 'המספר שמיון צוואר לך' (The number is your password).

Also when you type a number in the search box it will show you if the number is already blocked or not.

# Phone Call Test Procedure

There are two new cell phones on the NOC fridge, There is an app called 'Automate' that creates a phone call every 5 minutes between the phones (both are Xfone's SIM's), and this test exists to make sure Xfone's Cellular network is functioning.

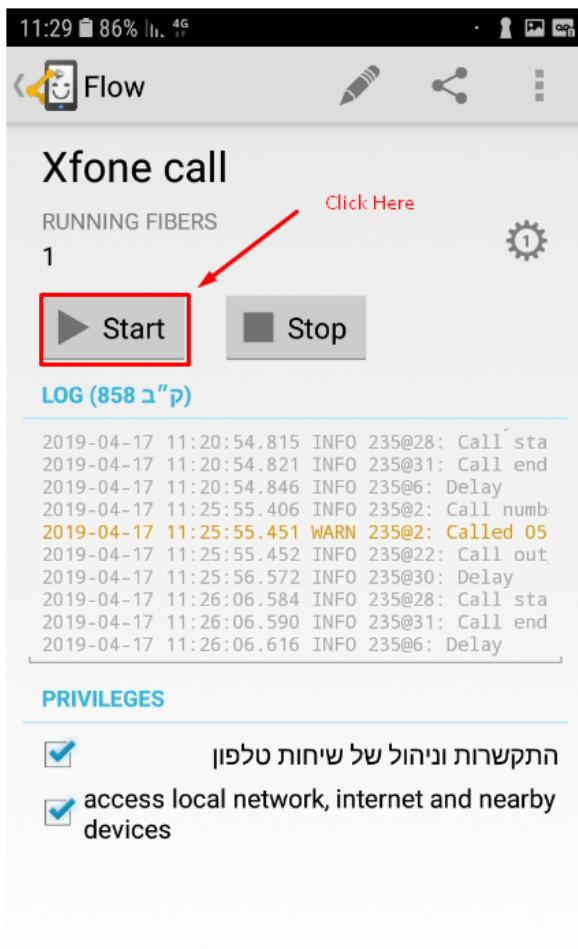
You won't hear any ringing, but you will receive an email in case that the phone call failed.

In case that you received an email alert regarding a failed phone call:

1. Start by trying a manual phone call between the phones (They have a sticker with the numbers on their back side):
  - a. If it's not working > Call Shimon Ben-Lulu **immediately!** (050-872-1111) and let him know about it.
  - b. If it's working > Check if the app is running > Try to re-run it or even try to reboot the phone and then re-run it again.

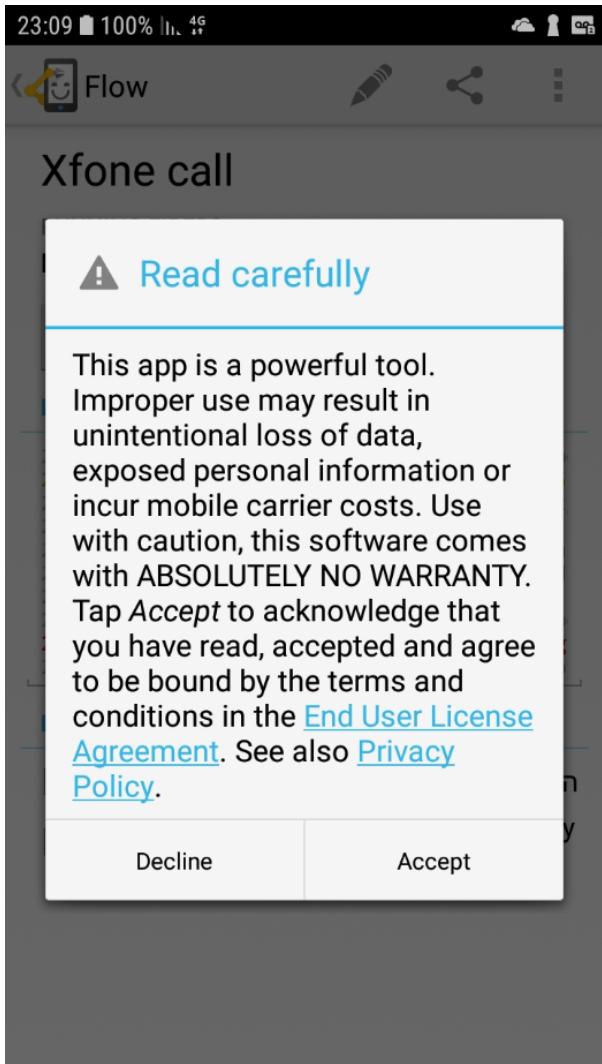
If 'Automate' fails and does not work (it is your responsibility to look that the phones are calling!), Either Press Start, or act according to the (Define Automate Settings Procedure)

- How to restart Automate:



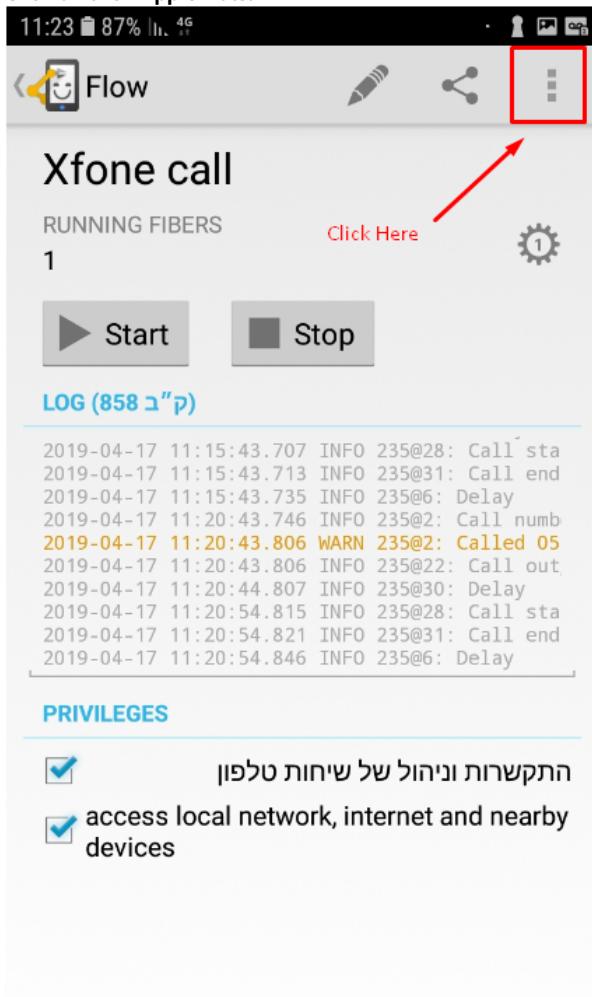
- How to define Automate Settings:

If you received this error:

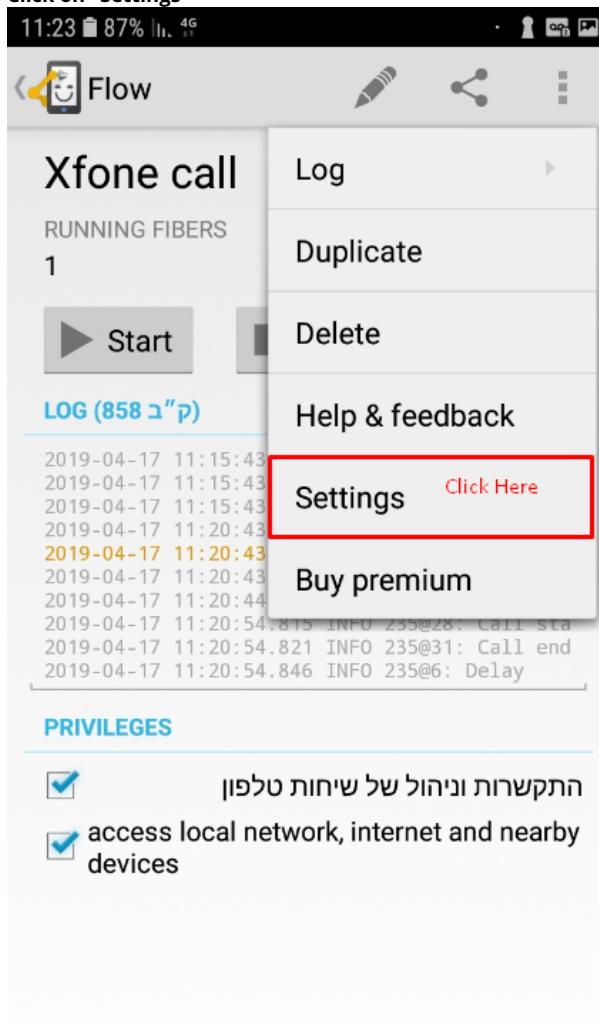


You need to set Automate up again, this is how you do it.

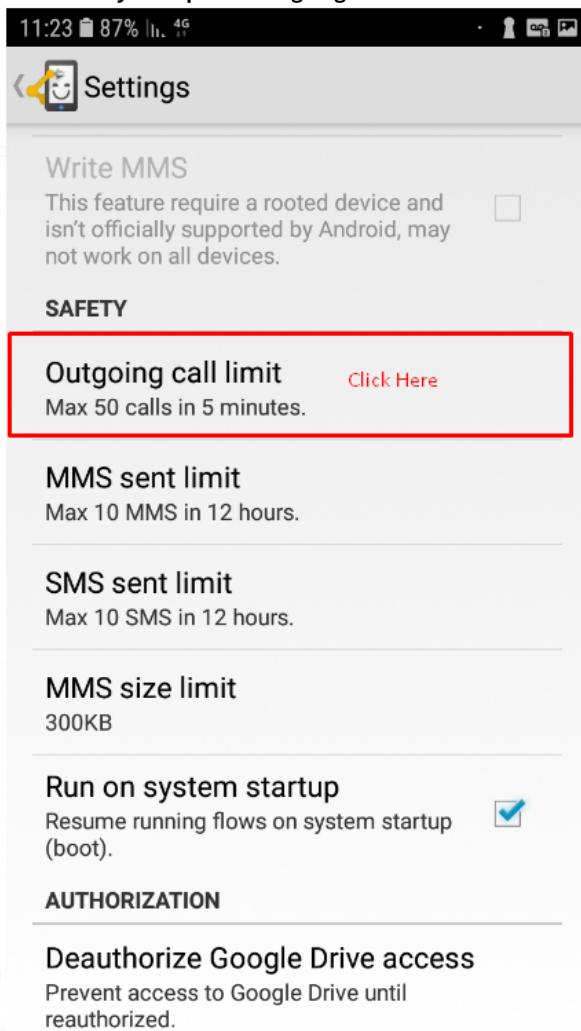
1. Click on the Triple Dots.



2. Click on "Settings"

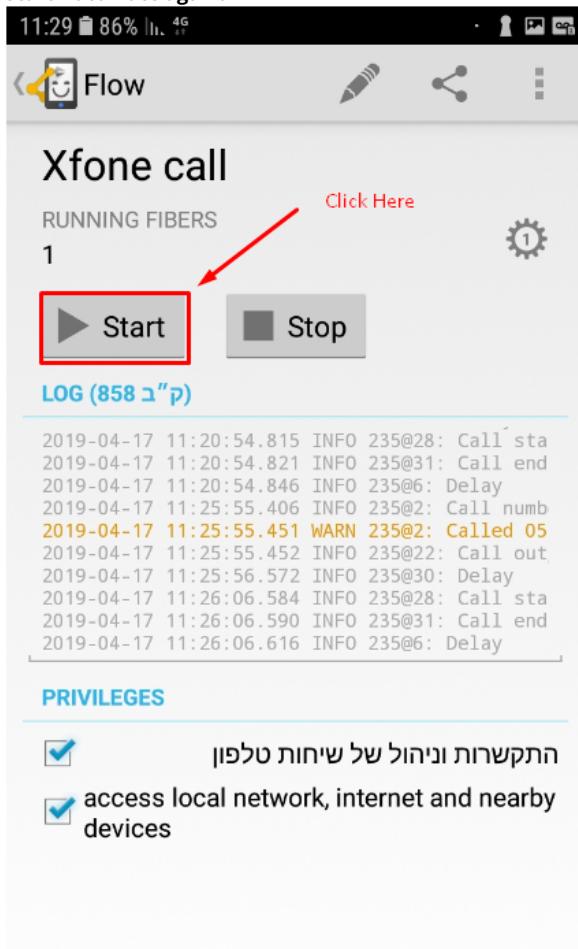


3. Go to "Safety" and press "Outgoing call limit"



4. Set it to Max 50 calls in 5 minutes. (as is in the photo)

5. Start Automate again.



# Xfone Graylog

Graylog is another monitoring system that Xfone has, all the alerts from this system is CRITICAL and should get immediate action!

Sun 29/04/2018 1724  
 Oasis NOC  
FW: Graylog alert for stream: All messages: Stream received messages matching <message:>RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED> (Current grace time: 0 minutes)  
To Almost Yehudaell  
We removed extra line breaks from this message.

-----Original Message-----  
From: [graylog@1018.net.il](mailto:graylog@1018.net.il)  
Sent: Sunday, April 29, 2018 9:40 AM  
To: Omer ROC <[OCRN@ciscom-tel.net](mailto:OCRN@ciscom-tel.net)>  
Subject: Graylog alert for stream: All messages: Stream received messages matching <message:"RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED"> (Current grace time: 0 minutes)

**MESSAGES**  
Alert Description: Stream received messages matching <message:"RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED"> (Current grace time: 0 minutes)  
Date: 2018-04-29T09:34:50.988Z  
Stream ID: 00000000000000000000000000000001  
Stream Name: All messages  
Stream description: Stream containing all messages  
Alert Condition Title: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED  
Stream URL: [http://10.21.14.11:9000/\\_streams/00000000000000000000000000000001/messages?&range=absolute&from=2018-04-29T06:34:50.988Z&to=2018-04-29T06:34:50.988Z&size=1000](http://10.21.14.11:9000/_streams/00000000000000000000000000000001/messages?&range=absolute&from=2018-04-29T06:34:50.988Z&to=2018-04-29T06:34:50.988Z&size=1000)

Triggered condition: fe8f128-31d-45e4-ad20-7eb63ca9c3 field\_content\_value=[field: message, value: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED, grace: 0, repeat notifications: true], stream=[0x00000000000000000000000000000000: "All messages"] #####  
Last messages accepted for this alert:  
source: R1\_NPE\_HBA [message]: R1\_NPE\_HBA rpd[12646]: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED: BGP peer 2aa:02:0ffff:fcfe:1e:11:ffff:2 [External AS 15156] changed state from Open/Establish to Established [event RevKeepAlive] [instance master] [from\_syslog: true] [level: 4] [gl2\_remote\_ip: 141.226.15.11] [gl2\_remote\_port: 514] [stream: 0x00000000000000000000000000000001] [gl2\_source\_input: 5961957487-21256c68cf7] [gl2\_source\_node: 42c039-487e-4f54-154a-2ea0fe2a361] [gl2\_target\_ip: 137.0fa0-4fb7-11e8-ba6b-5068d2887e] [facility: system] [daemon : timestamp: 2018-04-29T06:59:32.000Z]  
  
source: R1\_NPE\_HBA [message]: R1\_NPE\_HBA rpd[12646]: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED: BGP peer 2aa:02:0ffff:fcfe:1e:11:ffff:2 [External AS 15156] changed state from Open/Establish to Established [event RevKeepAlive] [instance master] [from\_syslog: true] [level: 4] [gl2\_remote\_ip: 141.226.15.11] [gl2\_remote\_port: 514] [stream: 0x00000000000000000000000000000001] [gl2\_source\_input: 5961957487-21256c68cf7] [gl2\_source\_node: 42c039-487e-4f54-154a-2ea0fe2a361] [gl2\_target\_ip: 1111fb-70e7-4fb7-11e8-ba6b-5068d2887e] [facility: system] [daemon : timestamp: 2018-04-29T06:59:32.000Z]  
  
AS - Read about it in the below section

Per Omer request - regarding ticket [UUH-717-34969](#) if its BGP with AS 64496 IP 154.35.32.141 | RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED \*\*  
IGNORE\*\*

**Per new procedure: we are responsible for the first check of the Graylog!**

If we see more than 3 flaps (which means: 4 flaps and more), we need to open a ticket, and forward it to Oasis network team to check during working hours (keep it in NOC until working hours)

If we see less than 4 flaps, we don't need to escalate to anyone

If we see an interface which remains down and is not recovering, we need to open a ticket, and forward it to Oasis network team to check during working hours (keep it in NOC until working hours)

[How To | Check peer status](#)

**Do not call to Oasis Network on-duty regarding Graylog alerts between 00:00 - 09:00, just open a ticket in TAC TO: operations@018.co.il with a follow up to the morning and then call.**

**Keep the ticket on the NOC department until you reach Oasis Network on-duty**

**The procedure is apply also to the weekend (Friday - Saturday), but intend of 07:00 you should create the follow up to 09:00.**

## **Exeptopn List:**

**In case that you received alert form Graylog, start with searching if there is any exception regarding the alert before escalating!**

Alert	Action	Examples (If any..)	Notes\Ticket Number
radius-*.*.018. net.il   Load is CRITIC AL	Open a Ticket, and forward to System Team (Omer) at Working Hours Only! 9:00-18:00		MCW-850-57440
<span style="color: yellow;">⚠</span> Any alert!	READ every alert! In case that you	In the below screenshot you'll see that ROUTER2 (source) in HFA (Haifa) changed his status to DOWN and ROUTER2 (source) in RH (Rosh Aaiin) Changed his status to Established That means that ROUTER in Rosh Aaiin took the traffic because the ROUTER in Haifa is down at the moment This is kind of alert that can confuse you to think that it was down, and then it went up.. but it's not up, Haifa is still down, so Escalate about it.	

<p><b>see that something is Done, and then Establishe</b>d. . that means that it's UP (Make sure it's the same source!)</p> <p>In case that you received down and establish regarding the same source at the same email DON'T Escalate during night!</p> <p>Open a new ticket for the alert, and escalate during working hours.</p>	<p><b>Source: R2.NPE.HFA</b> Message: R2.NPE.HFA rpd[12662]: RPD_OSPF_NBRDOWN: OSPF neighbor 10.21.248.42 (realm ospf-v2 xe-0/2/9.3109 area 0.0.0.0) state changed from Full to Down due to KillNbr (event reason: interface went down) { from_syslog: true }</p> <p><b>Source: R2.NPE.HFA</b> Message: R2.NPE.HFA rpd[12662]: RPD_OSPF_NBRDOWN: OSPF neighbor fe80::d207:ca0c.25d1:9b2d (realm ipv6-unicast xe-0/2/9.3109 area 0.0.0.0) state changed from Full to Down due to KillNbr (event reason: interface went down) { from_syslog: true }</p> <p><b>Source: R2.NPE.RH</b> Message: R2.NPE.RH rpd[4924]: RPD_BGP_NEIGHBOR_STATE_CHANGED: BGP peer 172.28.105.185 (External AS 65454) changed state from OpenConfirm to Established (event RecvKeepAlive) (instance master) { from_syslog: true } Neighbour: Cellcom</p> <p><b>Source: R2.NPE.RH</b> Message: R2.NPE.RH rpd[4924]: RPD_BGP_NEIGHBOR_STATE_CHANGED: BGP peer 172.28.105.181 (External AS 65454) changed state from OpenConfirm to Established (event RecvKeepAlive) (instance master) { from_syslog: true } Neighbour: Cellcom</p>
<p><b>source: R2.NPE.HFA</b></p> <p>If we see alerts from Greylog (we'll also get Zabbix alerts) with "source: R2.NPE.HFA" and "(External AS 65454)" we should allow it 20 minutes to recover on its own before escalating to Support Engineer.</p>	<p>Alert Description: Stream received messages matching &lt;message:"RPD_BGP_NEIGHBOR_STATE_CHANGED"&gt; (Current grace time: 0 minutes) Stream title: All messages Triggered condition: fe82f182-31dc-454e-ad20-7ebb6c3a29c3:field_content_value=[field: message, value: RPD_BGP_NEIGHBOR_STATE_CHANGED, grace: 0, repeat notifications: true], stream:={00000000000000000000000000000001: "All messages"} Last messages accounting for this alert: source R2.NPE.RH   message: R2.NPE.RH rpd[4924]: RPD_BGP_NEIGHBOR_STATE_CHANGED: BGP peer 172.28.105.181 [External AS 65454] changed state from Established to Idle (event Stop) (instance master) { from_syslog: true   level: 4   gl2_remote_ip: 141.226.49.12   gl2_remote_port: 514   streams: [00000000000000000000000000000001]   gl2_source_input: 59b91957a487cf25b5c68fc7   gl2_source_node: c420ce39- 487e-4f54-b154-2eaf06ea2361   _id: 6809cf1-8f96-11e8-bab0-506b8dc2887e   facility: system daemon   timestamp: 2018-07-24T23:07:58.000Z } source: R2.NPE.RH   message: R2.NPE.RH rpd[4924]: RPD_BGP_NEIGHBOR_STATE_CHANGED: BGP peer 172.28.105.185 (External AS 65454) changed state from Established to Idle (event Stop) (instance master) { from_syslog: true   level: 4   gl2_remote_ip: 141.226.49.12   gl2_remote_port: 514   streams: [00000000000000000000000000000001]   gl2_source_input: 59b91957a487cf25b5c68fc7   gl2_source_node: c420ce39- 487e-4f54-b154-2eaf06ea2361   _id: 680981c8-8f96-11e8-bab0-506b8dc2887e   facility: system daemon   timestamp: 2018-07-24T23:07:58.000Z }</p>
<p><b>Special hosts</b></p> <p>Ignore</p>	<p>Graylog alert Stream received messages matching &lt;message:"SERVER_UP"&gt; (Current grace time: 0 minutes) Graylog alert Stream received messages matching &lt;message:"SERVER_DOWN"&gt; (Current grace time: 0 minutes) Graylog alert Stream received messages matching &lt;message:"SERVER"&gt; (Current grace time: 0 minutes)</p>

		Graylog alert Stream received messages matching <message:"Avi-Controller: Critical"> (Current grace time: 0 minutes)
Per Omer request - regarding ticket UUH-717-34969 if its BGP with AS 64496 IP 154.35.3 2.141   RPD_BGP_NEIGHBOR_STATE_CHANGED **IG NORE**		BGP with AS 64496 IP 154.35.32.141   RPD_BGP_NEIGHBOR_STATE_CHANGED

## What is an ASN or AS?

ASN is a special number assigned by IANA used primarily with Border Gateway Protocol which uniquely identifies a network under a single technical administration that has a unique routing policy, or is multi-homed to the public internet. This autonomous system number is required if you are to run BGP and peer with your internet service provider and between internet service providers at peering points and Internet Exchanges (IX). The ASN must be globally unique so that IP address blocks appear to come from a unique location that BGP can find and route to. BGP uses Prefixes and Autonomous System Paths (AS Paths) to determine the shortest path to a destination where a prefix is located.

## Public and Private ASN

### PUBLIC ASN:

An ASN in the public range is globally unique and may be announced on the global Internet to your ISP or at an internet exchange point (peering point) via BGP. ASN are used to uniquely identify networks or systems of networks which appear to the outside world to be running a single consistent routing policy. Prefixes are 'seen' to originate from these public ASN by the exterior gateway routing protocol (BGP). This ensures that routes lead back to a unique source of a given range of IP addresses.

### PRIVATE ASN:

The private ASN should not be seen on the global Internet (they shouldn't be announced via your exterior gateway routing protocol). Private AS numbers are used by ISP's who use BGP confederations or in private networks. Private AS numbers are also sometimes used to provide an AS number to customers with multiple connections to their ISP, but who have no connections to any other Internet service provider. This is becoming more and more rare. Use of private ASN is more frequent in private networks that will never communicate directly with the Internet. Most ISPs utilize route filters to reject routes that contain private ASNs.

## How to act when you received a new Graylog alert:

The responsible to Graylog alerts are

During Day: Oasis Network engineers on the office.

During Night\Weekends\Holidays: Oasis Network on-duty engineers.

When you're having a Graylog alert, start with checking the peer current status - use the following guide: [How To | Check peer status, if the peer is still down or flapping \(4 flaps and above\) please continue the procedure below.](#)

Please open a TAC ticket and assign it to the on-duty engineer (Oasis) and TO: [operations@018.co.il](mailto:operations@018.co.il), and use the macro 'Graylog | New Alert' for the ticket content.

Use a subject that contains the HOST NAME & THE AS NUMBER translation. i.e R1.NPE.HFA | Google  
Remember to ask for a follow up!

You should take the relevant parts from the email alert (there are pipes " | " between sections in the email alert):

San 29/04/2018 17:54  
Oasis NOC  
FW: Graylog alert for stream: All messages: Stream received messages matching <message:>"RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED"> (Current grace time: 0 minutes)  
To: Almog.Yehezkel  
① We removed extra line breaks from this message.

-----Original Message-----  
From: graylog@o3t.net [mailto:graylog@o3t.net]  
Sent: Sunday, April 29, 2018 9:40 AM  
To: Oasis NOC <[NOC@oasis-tech.net](mailto:NOC@oasis-tech.net)>  
Subject: Graylog alert for stream: All messages: Stream received messages matching <message:>"RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED"> (Current grace time: 0 minutes)

**stream**  
Alert Description: Stream received messages matching <message:>"RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED"> (Current grace time: 0 minutes)  
Date: 2018-04-29T06:39:50.988Z  
Stream ID: 00000000000000000000000000000001  
Stream Name: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED  
Stream description: Stream containing all messages Alert Condition Title: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED Stream URL: <http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?rangeType=absolute&from=2018-04-29T06:34:50.988Z&to=2018-04-29T06:39:50.988Z&p=1>

Triggered condition: fe80ff82-31d8-454d-aed0-7eb663a29c3.field\_content\_value=[field: message, value: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED, grace: 0, repeat\_notifications: true], stream=[{00000000000000000000000000000001, "All messages"}] \* \* \* \* \*

Last message triggering for this alert:  
**Message:** R1.NPE.HFA[pid:12646]: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED: BGP peer [2a02:ed0:ffff:f2fe:c1e1:1:ffff:2](#) External AS 15169 changed state from OpenConfirm to Established (event RecvKeepalive) [instance master] { from\_syslog: true } level: 4 | g2\_remote\_ip: 141.226.65.11 | g2\_remote\_port: 514 | stream: [00000000000000000000000000000001] | g2\_source\_ip: 090f1c1244f12260c8f7 | g2\_source\_node: c420:cc:39:48:c454:b154:2ef06ea2301 | -af33:af0f:40:78:10e:0ab0:506b8dc2887e | facility: system daemon | timestamp: 2018-04-29T06:39:32.000Z  
source: R1.NPE.HFA | message: R1.NPE.HFA[pid:12646]: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED: BGP peer 141.226.65.11 (External AS 15169) changed state from OpenConfirm to Established (event RecvKeepalive) [instance master] { from\_syslog: true } neighbor: Google  
Action: Called Shay, follow up in 3 hours.  
Regards,  
[Xfone NOC](#).

If any, Compare the AS number with the below tables, and use it for your ticket content/  
For example: AS 15169 = Google

## Ticket for example:

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
NOC	Almog Yehezkel	Issue	In Progress	Medium- Gener:

Start typing to insert tags...

Reply Contents

File ▾ Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

Hi, [Inserted video](#)

Please be informed that we received the following Graylog alert:

**Source:** R1.NPE.HFA  
**Message:** R1.NPE.HFA[pid:12646]: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED: BGP peer [2a02:ed0:ffff:f2fe:c1e1:1:ffff:2](#) (External AS 15169) changed state from OpenConfirm to Established (event RecvKeepalive) [instance master] { from\_syslog: true }  
**Neighbor:** Google

Action: Called Shay, follow up in 3 hours.

Regards,  
[Xfone NOC](#).

⚠ Use the below tables to add the ASN Entity section in the ticket.

## Private:

ASN	Entity	Notes
64513	Ericsson	
65454	Cellcom	
65533	GNDNS	

## Public:

ASN	Entity	Notes
47956	Xfone	Internal BGP connections between Xfone's equipment
198484	Golan Telcom	
15169	Google	
21450	HOT Mobile	
16116	Pelephone	
12400	Partner	
63293	Facebook	
	Tamares	04-8433800, Manager Maor - 04-8433808, 052-6221219

# How To | Check BGP code line

## Why should we find the code line?

### Information

When we receive a Graylog or a BGP down alert it is better if we have as much information as possible to understand the cause and who should handle it.

Until today, we always contacted the network team and in most cases they replied with the code-line and asked to find out with the line operator (Tamares / HOT / etc).

If we can find the code-line by ourselves, we can save time and avoid calling someone out of working hours.

### Things To Remember

There won't always be a description, but always check for one.

Wait 20 minutes before escalating.

Most of the time, we receive several BGP alerts. If you can't find on one of them, try another.

## How to find the code line?

### Explanation

For example, lets pretend we received the following alarm: " CORE-A-EX9204 | 193.240.70.10".

At this point, all we know is that we have a BGP down, no idea why or who may know why it's down (other than network team).

- Open SecureCRT and login to the HOST (CORE-A).
- Type the command "Show route" and then the IP address. (This command will display detailed information about the active entries in the routing tables)

```
Powered By Oasis
--- JUNOS 17.3xR1.2.2 Kernel 64-bit INPR-10-3-20190704.2c070e9_buil
nocORE-A-EX9204> show route 193.240.70.10
inet.0: 828529 destinations, 2515305 routes (45527 active, 0 holddown, 2407290 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to 193.219.100.64 via ae2.1605
BYPASS_CONAT.inet.0: 1 destinations, 1 routes (1 active, 0 holddown, 0 hidden)
  + = Active Route, * = Last Active, # = Both
  0.0.0.0/0  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
ISRP.inet.0: 171 destinations, 171 routes (170 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
NATIVE_TEST.inet.0: 173 destinations, 173 routes (172 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
Nativ-e.inet.0: 174 destinations, 174 routes (173 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
TCP_MSS_IN.inet.0: 168 destinations, 168 routes (167 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
voice.inet.0: 9 destinations, 9 routes (8 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  0.0.0.0/0  *[Static/5] 2566d 23:57:20
    [OSPF/150] 21w5d 22:26:28, metric 0, tag 0
      to 91.205.153.234 via ae0.502
nocORE-A-EX9204>
```

- The number 1 shows the proper way to type the command. (All the text below is the result we received)
- The number 2 shows the active routes, what we care about is the IP address range. You won't always find the exact IP address.
- The number 3 displays the interface it routes through

If you watch the image above, you can see you found the exact IP and they all route through the same interface (ae2.1605).

In case you receive several IP addresses and you cannot find the one you searched, use the guide to the right to check the IP range.

### How to find if your IP is in a range

Sometimes we will not receive the exact IP when we do "show route".

```
Powered By Oasis
--- JUNOS 17.3xR1.2.2 Kernel 64-bit INPR-10-3-20190704.2c070e9_buil
inet.0: 828529 destinations, 2515305 routes (45527 active, 0 holddown, 2407290 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to 193.219.100.64 via ae2.21
BYPASS_CONAT.inet.0: 1 destinations, 1 routes (1 active, 0 holddown, 0 hidden)
  + = Active Route, * = Last Active, # = Both
  0.0.0.0/0  *[Direct/0] 2566d 23:57:20
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
ISRP.inet.0: 171 destinations, 171 routes (170 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
NATIVE_TEST.inet.0: 173 destinations, 173 routes (172 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
Nativ-e.inet.0: 174 destinations, 174 routes (173 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
TCP_MSS_IN.inet.0: 168 destinations, 168 routes (167 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  193.219.100.64/29  *[Direct/0] 2566d 23:53:54
    [BGP/170] 20w5d 01:09:49, Localpref 100, from 91.205.152.56
      to table table_0
voice.inet.0: 9 destinations, 9 routes (8 active, 0 holddown, 1 hidden)
  + = Active Route, * = Last Active, # = Both
  0.0.0.0/0  *[Static/5] 2566d 23:57:20
    [OSPF/150] 21w5d 22:26:28, metric 0, tag 0
      to 91.205.153.234 via ae0.502
nocORE-A-EX9204>
```

If you pay attention, we searched for x.x.x.65 and received result for x.x.x.64.

In order to know if our IP is in this range, use the following site:

<http://jodies.de/ipcalc>

Address (Host or Network) Netmask (i.e. 24)	
195.219.100.64 / 29	
<input type="button" value="Calculate"/> <input type="button" value="Help"/>	
Address: 195.219.100.64 11000011.11011011.	
Netmask: 255.255.255.248 = 11111111.11111111	
Wildcard: 0.0.0.7 00000000.00000000	
=>	
Network: 195.219.100.64/29 11000011.11011011.	
Broadcast: 195.219.100.71 11000011.11011011.	
Hostmin: 195.219.100.65 11000011.11011011.	
Hostmax: 195.219.100.70 11000011.11011011.	
Hosts/Net: 6	

After filling the IP and the mask (number after the /).

You will receive the range, which in our case is:

x.x.x.65 to x.x.x.70

So our .65 IP is in the range and we should use the interface for .64.

After we found the Interface, we need to view the description of the interface (network team should add a short description when they create it).

- Type show interfaces description "Interface" to view the description.

```
noc@CORE-A-EX9204> show interfaces descriptions ae2.1605
Interface      Admin Link Description
ae2.1605        up      up    # INTL LEVEL3_VIA_TAMARES_018-E10-019 #
noc@CORE-A-EX9204>
```

- The red outlined text in the image above shows the proper way to type the command.
- The highlighted yellow text shows the description for the interface.

We now discovered that this BGP goes through Tamares to LEVEL3 and the code line is 018-E10-019.

Instead of calling network on-call, we should contact Tamares and ask if they know about an issue / tell them to check it.

### Try it yourself

This may look confusing at first but after tying it once or twice you should get the hang of it.

Find the code-lines for the alerts below and fill the form: <https://forms.gle/dCjyCajtM2Py1xX56>.



[zabbix@we4g.co.il](mailto:zabbix@we4g.co.il)

Problem: CORE-A-EX9204 | BGP Not Established 195.219.100.65

To    Oasis NOC

Down

We removed extra line breaks from this message.

External sender - pay attention

Problem started at 06:24:43 on 2020.08.18

Problem name: BGP Not Established 195.219.100.65

Host group: MED1, Network Device

Host: CORE-A-EX9204

Severity: High

Description:

Item values:

1. bgpPeerState 195.219.100.65 (CORE-A-EX9204 2..1.3.6.1.2.1.15.3.1.2.[195.219.100.65]): 3  
91.205.152.55



zabbix@we4g.co.il

Problem: CORE-B-EX9204 | BGP Not Established 193.240.70.9

To Oasis NOC

Down

i We removed extra line breaks from this message.

Problem started at 09:27:15 on 2020.07.30

Problem name: BGP Not Established 193.240.70.9

Host group: MED1, Network Device

Host: CORE-B-EX9204

Severity: High

Description:

Item values:

1. bgpPeerState 193.240.70.9 (CORE-B-EX9204 2. .1.3.6.1.2.1.15.3.1.2.[193.240.70.9]): 1  
91.205.152.56

# How To | Check peer status

To check the peer status we should have the following:

- The source machine (you can find it in the email alarm)

graylog@018.net.il  
Mon 6/17/2019 4:17 PM

To: Oasis NOC;  
#####

Last messages accounting for this alert:  
source: CORE-A-EX9204 | message: CORE-A-EX9204 rpd[22364]: RPD\_OSPF\_NBRDOWN: OSPF neighbor 192.168.30.2 (realm ospf-v2 ae0.510 area 0.0.0) state changed from Full to Init due to 1WayRcvd (event reason: neighbor is in one-way mode) [from\_syslog: true | level: 5] gl2\_remote\_ip: 91.205.152.55 | gl2\_remote\_port: 514 | streams: [00000000000000000000000000000001] | OSPF\_NEIGHBOR: 192.168.30.2 | gl2\_source\_input: 59b91957a487cf25b5c68fc7 | OSPF\_INTERFACE: ae0.510 | gl2\_source\_node: c420ce39-487e-4f54-b154-2ea0fea2361 | \_id: 27e56d21-9102-11e9-948a-506b8dc2887e | facility: system daemon | timestamp: 2019-06-17T13:16:45.000Z

Alert Description: Stream received messages matching <message:> "RPD\_OSPF\_NBRDOWN" (Current grace time: 0 minutes)  
Date: 2019-06-17T13:17:26.912Z  
Stream ID: 00000000000000000000000000000001  
Stream title: All messages  
Stream description: Stream containing all messages  
Alert Condition Title: RPD\_OSPF\_NBRDOWN  
Stream URL: [http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?range\\_type=absolute&from=2019-06-17T13:12:26.912Z&to=2019-06-17T13:17:26.912Z&q=\\*](http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?range_type=absolute&from=2019-06-17T13:12:26.912Z&to=2019-06-17T13:17:26.912Z&q=*)

Triggered condition: 81aa6737-3d8f-4ed2-b784-e0f76b5ee169[field\_content\_value=[field: message, value: RPD\_OSPF\_NBRDOWN, grace: 0, repeat\_notifications: true], stream:=[00000000000000000000000000000001: "All messages"]]

#####

- The peer IP Address - It can be IPv4 or IP v6 (you can find it in the email alarm)

graylog@018.net.il  
Mon 6/17/2019 4:17 PM

To: Oasis NOC;  
#####

IPv4 example

Last messages accounting for this alert:  
source: CORE-A-EX9204 | message: CORE-A-EX9204 rpd[22364]: RPD\_OSPF\_NBRDOWN: OSPF neighbor 192.168.30.2 (realm ospf-v2 ae0.510 area 0.0.0) state changed from Full to Init due to 1WayRcvd (event reason: neighbor is in one-way mode) [from\_syslog: true | level: 5] gl2\_remote\_ip: 91.205.152.55 | gl2\_remote\_port: 514 | streams: [00000000000000000000000000000001] | OSPF\_NEIGHBOR: 192.168.30.2 | gl2\_source\_input: 59b91957a487cf25b5c68fc7 | OSPF\_INTERFACE: ae0.510 | gl2\_source\_node: c420ce39-487e-4f54-b154-2ea0fea2361 | \_id: 27e56d21-9102-11e9-948a-506b8dc2887e | facility: system daemon | timestamp: 2019-06-17T13:16:45.000Z

Alert Description: Stream received messages matching <message:> "RPD\_OSPF\_NBRDOWN" (Current grace time: 0 minutes)  
Date: 2019-06-17T13:17:26.912Z  
Stream ID: 00000000000000000000000000000001  
Stream title: All messages  
Stream description: Stream containing all messages  
Alert Condition Title: RPD\_OSPF\_NBRDOWN  
Stream URL: [http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?range\\_type=absolute&from=2019-06-17T13:12:26.912Z&to=2019-06-17T13:17:26.912Z&q=\\*](http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?range_type=absolute&from=2019-06-17T13:12:26.912Z&to=2019-06-17T13:17:26.912Z&q=*)

Triggered condition: 81aa6737-3d8f-4ed2-b784-e0f76b5ee169[field\_content\_value=[field: message, value: RPD\_OSPF\_NBRDOWN, grace: 0, repeat\_notifications: true], stream:=[00000000000000000000000000000001: "All messages"]]

graylog@018.net.il  
Mon 6/17/2019 4:53 AM

To: Oasis NOC;  
#####

Bing Maps

IPv6 example

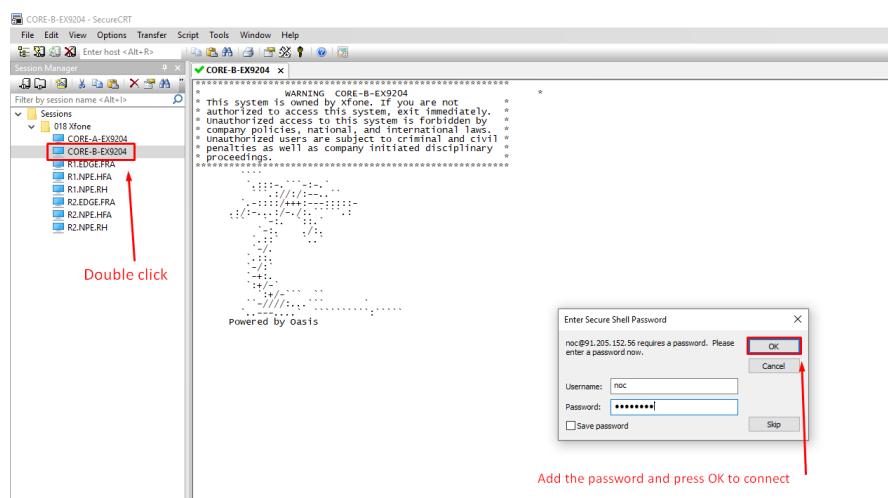
Last messages accounting for this alert:  
source: CORE-A-EX9204 | message: CORE-A-EX9204 rpd[22364]: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED: BGP peer 2a02-ed03803-2 External AS 65020 changed state from OpenConfirm to Established (event RevKeepAlive) (instance master)  
| BGP\_NEIGHBOR\_ASNN: 65024 | from\_syslog: true | level: 4 | BGP\_NEIGHBOR\_TO\_STATE: Established | gl2\_remote\_ip: 91.205.152.55 | gl2\_remote\_port: 514 | streams: [00000000000000000000000000000001] | gl2\_source\_input: 59b91957a487cf25b5c68fc7 | BGP\_NEIGHBOR\_FROM\_STATE: OpenConfirm | gl2\_source\_node: c420ce39-487e-4f54-b154-2ea0fea2361 | \_id: 94b8ed91-90a9-11e9-948a-506b8dc2887e | facility: system daemon | BGP\_NEIGHBOR: 2a02-ed03803-2 | timestamp: 2019-06-17T02:43:00Z

Alert Description: Stream received messages matching <message:> "RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED" (Current grace time: 0 minutes)  
Date: 2019-06-17T02:43:26.909Z  
Stream ID: 00000000000000000000000000000001  
Stream title: All messages  
Stream description: Stream containing all messages  
Alert Condition Title: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED  
Stream URL: [http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?range\\_type=absolute&from=2019-06-17T02:38:26.909Z&to=2019-06-17T02:43:26.909Z&q=\\*](http://10.21.14.11:9000/streams/00000000000000000000000000000001/messages?range_type=absolute&from=2019-06-17T02:38:26.909Z&to=2019-06-17T02:43:26.909Z&q=*)

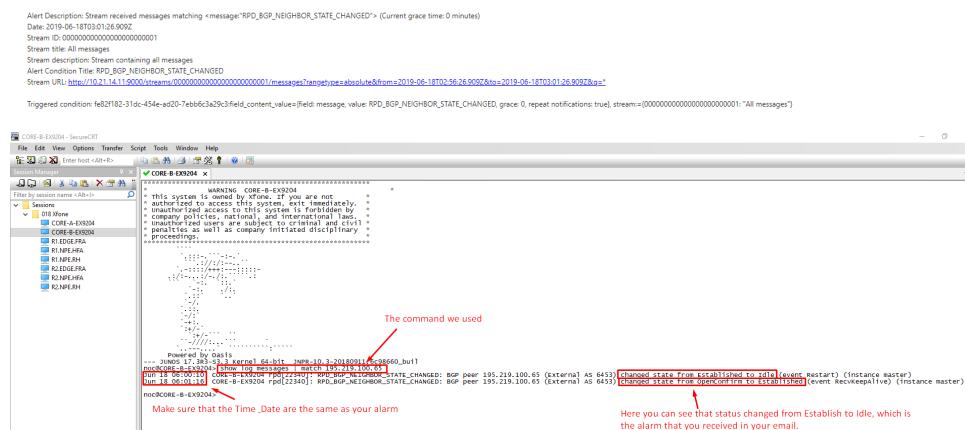
Triggered condition: fe82:ff82-31dc-454e-ad20-7ebb6c3a29c3[field\_content\_value=[field: message, value: RPD\_BGP\_NEIGHBOR\_STATE\_CHANGED, grace: 0, repeat\_notifications: true], stream:=[00000000000000000000000000000001: "All messages"]]

**After you have the two above (Source machine name & Peer IP address), you should follow the below instructions:**

1. Open SecureCRT (Installed on your PC) and connect (SSH) to the source machine by double clicking on the machine name under 018 Xfone folder.  
The user already inside, just use the regular NOC details: Username: noc , password: Aa123456789!@#  
In the below example i'm connecting to CORE-B-EX9204



2. When you're connected to the source machine, write the following command: show log messages | match <The peer IPv4 or IPv6 Address that we took from the section above (inside the email alarm)>  
In the below example i'm connected to source machine CORE-B-EX9204 and I'm asking to see log messages for the IP address 195.219.100.65



Then you can see the status changed back to Established  
Be informed that statuses are different between source machines, that means status UP can be written as 'Established', 'Full', etc.  
You will see that that status supposed to get back to the status that he was before dropping.

**Following the above, what you should do in each case:**

1. In case that you find that the peer is up again and it was a quick flap - Ignore, BUT if there are 4 flaps or more in the logs - Open a ticket to Oasis Network engineers and escalate by phone according to the main procedure.
  2. In case that you find that the peer is down - Open a ticket to Oasis Network engineer and escalate by phone according to the main procedure.

\*\*\*\*\* In any case that you've opened a ticket to Oasis Network Engineer - Please add the logs from the source machine that you get from the above workflow \*\*\*\*\*

**Do not call to Oasis Network on-duty regarding Graylog alerts between 00:00 - 09:00, just open a ticket in TAC TO: [operations@018.co.il](mailto:operations@018.co.il) with a follow up to the morning and then call.**

**Keep the ticket on the NOC department until you reach Oasis Network on-duty**

**The procedure is apply also to the weekend (Friday - Saturday), but intend of 07:00 you should create the follow up to 09:00.**

**Another commands that will assist you to understand more (Juniper OS):**

**show bgp neighbor <IP Address (IPv4 or IPv6)>**

The above command will provide the following information, as you can see like that you will see the number of flaps & the error received.

Below there are 39 flaps & the error telling us that the Hold time expired (this is a counter that must get answer in the configured time and if he won't get it, he will lose the session), also we can see the number of sent and the number of receive, which is sent 8 and received 0, meaning our side sending the "Hello" or "Keep alive" packets but the other side didn't reply back.

```
noc@CORE-A-EX9204> show bgp neighbor 141.226.176.16
Peer: 141.226.176.16+179 AS 63293 Local: 10.17.109.11+60959 AS 47956
  Group: EBGP_FACEBOOK_FNA_V4 Routing-Instance: master
  Forwarding routing-instance: master
  Type: External State: Connect Flags: <TryConnect>
  Last State: Connect Last Event: ConnectRetry
  Last Error: Hold Timer Expired Error
  Export: [ EXPORT_FACEBOOK_FNA_V4 ] Import: [ DENY ]
  Options: <Multihop Preference GracefulRestart LogUpDown AddressFamily PeerAS LocalAS Refresh>
  Address families configured: inet-unicast
  Holdtime: 90 Preference: 170 Local AS: 47956 Local System AS: 47956
  Number of flaps: 39
  Last flap event: Restart
  Error: 'Hold Timer Expired Error' Sent: 8 Recv: 0
```

## **show bgp summary**

The above command will provide a summary of all the BGP peers (Make sure to press "Space" on your keyboard until it will ask you to write another command, like that you'll see the whole information - you will see a percent counter at the bottom line):

1. Number of flaps
  2. Last up\down time (For how long it was up\down)
  3. Correct peer state (Established which is UP, or any other state)

**show ospf neighbor instance all - (for ipv4 - not part of the command)**

The above command will provide a overview of all the neighbors (using IPv4) connected to the host and their state, along with more information as you can see below.

```
|noc@CORE-A-EX9204> show ospf neighbor instance all
Instance: master
Address Interface State ID Pri Dead
10.17.101.2 ae0.1101 Full 10.17.100.5 128 11
91.205.152.66 ae0.20 Full 91.205.152.56 10 9
10.125.3.34 ae0.2205 Full 91.205.152.59 1 10
10.125.3.42 ae0.2206 Full 91.205.152.59 1 10
10.125.3.66 ae0.2209 Full 91.205.152.59 1 11
10.125.3.74 ae0.2210 Full 91.205.152.59 1 11
10.125.4.34 ae0.2225 Full 91.205.152.52 1 10
10.125.4.42 ae0.2226 Full 91.205.152.52 1 10
10.125.4.66 ae0.2229 Full 91.205.152.52 1 11
10.125.4.74 ae0.2230 Full 91.205.152.52 1 11
91.205.152.18 ae0.41 Full 10.100.101.1 128 11
91.205.153.162 ae0.512 Full 91.205.152.80 128 9
91.205.153.58 ae0.700 Full 91.205.152.117 10 11
91.205.153.66 ae0.710 Full 91.205.152.105 10 9
91.205.153.74 ae0.720 Full 91.205.152.113 10 10
91.205.153.113 ae0.77 Full 91.205.152.61 1 11
91.205.153.138 ae0.90 Full 91.205.152.62 1 11
91.205.152.70 ae1.21 Full 91.205.152.56 128 10
10.11.248.57 xe-1/0/0.2403 Full 141.226.49.12 128 10
10.21.248.50 xe-1/1/6.3101 Full 141.226.65.11 128 10
31.210.191.9 xe-1/2/5.3210 Full 31.210.191.1 200 9
10.21.248.58 xe-1/3/6.3104 Full 141.226.65.11 128 9

Instance: BEZEQ
Address Interface State ID Pri Dead
10.100.101.122 ae0.1111 Full 10.100.101.1 128 9

Instance: Voice
Address Interface State ID Pri Dead
91.205.153.234 ae0.502 Full 91.205.152.56 128 9
192.168.30.2 ae0.510 Full 91.205.152.80 128 34
```

**show ospf3 neighbor instance all - (for ipv6 - not part of the command)**

The above command will provide a overview of all the neighbors (using IPv6) connected to the host and their state, along with more information as you can see below.

```
|noc@CORE-A-EX9204> show ospf3 neighbor instance all
```

```
Instance: master
Realm: ipv6-unicast
Address Interface State Pri Dead
10.17.100.5 ae0.1101 Full 128 37
 Neighbor-address fe80::e86:1004:4d7b:ac00
91.205.152.56 ae0.20 Full 128 10
 Neighbor-address fe80::eab2:5800:1440:cc00
91.205.152.52 ae0.2225 Full 1 36
 Neighbor-address fe80::202:abff:fe10:9979
91.205.152.52 ae0.2226 Full 1 36
 Neighbor-address fe80::202:abff:fe10:997a
91.205.152.52 ae0.2229 Full 1 30
 Neighbor-address fe80::202:abff:fe10:98b9
91.205.152.52 ae0.2230 Full 1 30
 Neighbor-address fe80::202:abff:fe10:98ba
91.205.152.80 ae0.510 Full 128 37
 Neighbor-address fe80::219:e202:55::357
91.205.152.117 ae0.700 Full 128 39
 Neighbor-address fe80::3e94:d502:bc32:97c5
91.205.152.103 ae0.710 Full 128 33
 Neighbor-address fe80::3e61:402:cc64:2:fc5
91.205.152.115 ae0.720 Full 128 31
 Neighbor-address fe80::120e:7e02:d03c::7c5
91.205.152.61 ae0.77 Full 1 10
 Neighbor-address fe80::21a:6dff:fe4f::10
91.205.152.62 ae0.80 Full 1 10
 Neighbor-address fe80::203:fefff:fe27:681b
91.205.152.56 ae1.21 Full 128 9
 Neighbor-address fe80::ab2:5800:1549:b7c1
141.226.49.12 xe-1/0/0.2403 Full 128 11
 Neighbor-address fe80::d207:ca09:6301:9a89
141.226.65.11 xe-1/1/6.3101 Full 128 11
 Neighbor-address fe80::5a00:bb0c:1d09:f015
31.210.191.1 xe-1/2/5.3210 Full 128 39
 Neighbor-address fe80::22d8:bb0c:8af8:3a32
141.226.65.11 xe-1/3/6.3104 Full 128 11
 Neighbor-address fe80::5a00:bb0c:2008:f0b9
```

**show route <IP Address (IPv4 or IPv6)>**

The above command will provide us the port (physical or logical) which is connected between the source machine to the peer that we searched.

The peer could be connected to more than one port (physical or logical), and you can understand which port is active or not by a

**small sign located before the connection ( + = Active Route, - = Last Active, \* = Both )**

```
root@C9ME-0-EX9204# show route 31.210.191.0/16
inet.0: 767199 destinations, 1019612 routes (21861 active, 0 holddown, 2064138 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 11:44:56
  +[Direct/0] 11:44:56
    *via xe-1/2/1.3211
      [0/0] 10.100.101.1, localpref 100, from 31.210.191.2
        +[OSPF-1/0] 11:44:56 metric 1, validation-state(verified)
          > 31.210.191.0/16 via xe-1/2/5.3211
NED0 inet.0: 526 destinations, 1000 routes (316 active, 0 holddown, 0 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 12:00:00
  +[OSPF-1/0] 11:44:56 metric 17000
    > to 10.100.101.1,0 via xe-1/1/1.3211
RPVSS_CONAT inet.0: 1 destinations, 1 routes (1 active, 0 holddown, 0 hidden)
+ = Active Route, - = Last Active, * = Both
0.0.0.0/0
  +[Static/1] 10m0d 11:39:37
    via 31.210.191.1, 11:39:37
ISMP inet.0: 140 destinations, 140 routes (119 active, 0 holddown, 1 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 11:44:56
  +[Direct/0] 11:44:56
    *via xe-1/2/1.3211
NATIVE_TEST inet.0: 143 destinations, 143 routes (142 active, 0 holddown, 1 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 11:44:56
  +[Direct/0] 11:44:56
    *via xe-1/2/1.3211
NAT1rte inet.0: 145 destinations, 145 routes (142 active, 0 holddown, 1 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 11:44:56
  +[Direct/0] 11:44:56
    *via xe-1/2/1.3211
TCP_MISS_INC inet.0: 137 destinations, 137 routes (130 active, 0 holddown, 1 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 11:44:56
  +[Direct/0] 11:44:56
    *via xe-1/2/1.3211
HTTP_TESI inet.0: 133 destinations, 133 routes (134 active, 0 holddown, 1 hidden)
+ = Active Route, - = Last Active, * = Both
31.210.191.0/16 via 31.210.191.1, 11:44:56
  +[Direct/0] 11:44:56
    *via xe-1/2/1.3211
voice inet.0: 16 destinations, 17 routes (15 active, 0 holddown, 1 hidden)
+ = Active Route, - = Last Active, * = Both
0.0.0.0/0
  +[Static/1] 10m0d 11:39:37
    via 31.210.191.1, 11:39:37
  +[OSPF-1/0] 10m0d 11:34:38 metric 0, tag 0
```

# Xfone Zabbix

\*\*\* We're escalating only for High and Disaster! \*\*\*  
Xfone ISP New Zabbix monitoring system

receiving alerts from a new zabbix which monitor specific hosts in Xfone-ISP and it's called ISP\_018-Zabbix-Nutanix .

In case that you receive an alert from this monitor system please escalate to Oasis-system team 24/7.

From:	zabbix-isp@we4g.co.il [mailto:zabbix-isp@we4g.co.il]
Sent:	Wednesday, March 10, 2021 5:07 PM
To:	DEVOPS <DEVOPS@oasis-tech.net>
Subject:	Problem: radius2-isp-hfa   Radius auth check
<b>External sender - pay attention!</b>	
<b>Notification:</b>	PROBLEM [ Disaster ]
Service:	Radius auth check
Host group:	ISP servers
Host:	Radius(*)-isp-hfa
Host IP:	10.21.11.11
Problem started at:	17:06:43 on 2021.03.10
Description:	Last value: 1.
Monitor Info:	ISP_018-Zabbix-Nutanix
Graph URL:	<a href="http://10.11.14.41/zabbix/charts.php?page=1&amp;groupid=[GROUP.ID]&amp;hostid=10474&amp;graphid=[GRAPH.ID]&amp;action=showgraph">http://10.11.14.41/zabbix/charts.php?page=1&amp;groupid=[GROUP.ID]&amp;hostid=10474&amp;graphid=[GRAPH.ID]&amp;action=showgraph</a>

## Escalation List:

In case that you received alert form 018 Zabbix, start with searching if there is any exception regarding the alert before escalating!

Alert	Group \ Interface	Escalation
/mnt: Disk space is critically low	Callup	<b>Per Tarek request Ignore Disk space is critically low ONLY IF ITS : "/mnt"</b> <b>UAB-526-67357</b>
clpdwvhf1   /: Disk space is critically low	Callup	Per Tarek request if the ip start with : 10.21.3.* - Call tarek after 20 min
zabbix1-hfa   Site npg failed	Zabbix servers	Per Shimon request (ticket <a href="#">EUL-638-82628</a> ) - Call Shimon
crmdb-ma-rha	CRM	Per Tarek request (ticket <a href="#">HAX-454-97233</a> ) Ignore TFN
voicenfshfa1   /mnt/voice	Voice center	Per Tarek request (ticket <a href="#">GRO-650-22535</a> ) Ignore TFN
crmapp-hfa   script cron. php stuck	CRM	Per Shimon request (ticket <a href="#">XDD-196-64573</a> ) open a ticket with follow up to call Sagi in 10 hours and monitor, if its resolved - Close the ticket.
crmdb-sl-hfa   /backup_crm: Disk space is critically low	CRM	Per Shimon request (ticket <a href="#">YTG-758-61715</a> ) open a ticket after 2 hours if the alert is not resolved and then escalate to tarek. (monitor and if alert threshold reach to 95% escalate)
Console router ADSL	Network Device	Per Network's request in ticket <a href="#">YIE-834-46007</a>  Ignore the following alert TFN: Console_router_ADSL
PA_DC_RHA_Standby   Management	Network Device	Per Omri request (ticket <a href="#">GSY-678-37281</a> ) Escalate quickly as possible to Network team for this alert!

plane CPU usage on PA_DC_RHA_Sta ndby is (98 %) and is too high		
BGP Not Established	Network Device	<p>Wait 20 minutes before escalating at night.</p> <p>Try <a href="#">How To   Check BGP code line</a></p> <p>Zabbix checks every 5 minutes, and Network personnel have asked to let it run at least 2-4 cycles before escalating</p> <p>If you receive this specific alert: "CORE-B-EX9204   BGP Not Established 154.35.32.141" you should contact Omer Oppenheim during working hours. This alert is suppose to be disabled in Zabbix.</p>
Bldb Alerts	Billing	Per Ofer request Ignore all bldb hosts TFN <a href="#">EPO-753-26494</a>
Billing Health Check   Web scenario	Billing	Per Shani request, If only <u>one host</u> is alerting, <u>ignore</u> . for more information, see ticket: <a href="#">EQW-663-85354</a>
Alerts containing (SBC) in the title	Network Device	<p>Using Xfone operating cellphone, call a number not from Xfone, like the NOC cellphone (052-956-4934).</p> <p>Additionally, call a number that's not from Israel, for example IBM (01318554077075). No need to wait for an answer, just make sure the call reaches.</p> <p>If the calls reach and the alarm does not clear after 5 minutes</p> <ol style="list-style-type: none"> <li>1. Escalate by phone to Guy Shapira (050-233-7221).</li> <li>2. If Guy can't or doesn't know how to help, escalate to Shimon Ben Lulu (050-872-1111).</li> </ol> <p><b>If the calls don't reach escalate by phone immediately.</b></p>
All alerts for this group (Unless there's a specific procedure for the alert)	Network Device	Oasis Network On Duty
All alerts for this group (Unless there's a specific procedure for the alert)	Billing	<p>Billrun: Ofer Cohen - 054-691-8666 - <a href="mailto:ofer.cohen@billrun.com">ofer.cohen@billrun.com</a> Eran Uzan - 054-737-1030 - <a href="mailto:eran@billrun.com">eran@billrun.com</a></p> <p>If Ofer and Eran don't answer, Escalate according to the Billrun team escalation on the <a href="#">Contact List</a> page.</p> <p>Ignore all bldb hosts Until 1.5.2020</p> <p><a href="#">EPO-753-26494</a></p>

✉ Reply ✉ Reply All ✉ Forward  
 Sun 02/02/2020 11:48  
**zabbix@we4g.co.il**  
 Problem: **bldb0-hfa | /mongodb: Disk space is critically low**  
 To: Oasis NOC  
Down [▼]  
 ⓘ We removed extra line breaks from this message.  
  
 Problem started at 11:48:02 on 2020.02.02  
 Problem name: /mongodb: Disk space is critically low  
 Host group: Billing  
 Host: **bldb0-hfa**  
 Severity: High  
 Description:  
 Last value: 96.01 %.  
  
 Item values:  
 1. ./mongodb: Storage utilization (**bldb0-hfa** 2. vfs.fs.pused[storageUsedPercentage.58]): 96.01 %  
 10.21.2.46  
 Original problem ID: 1414413943

All alerts for this group (Unless there's a specific procedure for the alert)	CRM	<b>Billrun:</b> <b>Ofer Cohen - 054-691-8666 - <a href="mailto:ofer.cohen@billrun.com">ofer.cohen@billrun.com</a></b>  <b>If Ofer doesn't answer, Escalate according to the Billrun team escalation on the <a href="#">Contact List</a> page.</b>
All alerts for this group (Unless there's a specific procedure for the alert).  Alert for example: <a href="#">SYB-370-29715</a>	CallUp	<b>CallUp:</b> <b>General Phone during Business Hours (09:00-17:00): 054-620-0794</b> <b>OBH 24/7 On-Call (For Emergency / Critical / DownTime Event Only): 054-620-0794</b>
All alerts for this group (Unless there's a specific procedure for the alert).	Voice center	Send the alert to <a href="mailto:TOP2@voicenter.com">TOP2@voicenter.com</a> (Voice Center) via email, Then call : 077-6021-799 / 03-303-0500 (Voice center)  Let them know about the issue and that you sent an email.
Site alerts "Site xxx failed" - You need to check if the site is up (Procedure in the "Cases" section in this page)	----	<b>Billrun (Ofer Cohen)</b>  <b>If Ofer doesn't answer, Escalate according to the Billrun team escalation on the <a href="#">Contact List</a> page.</b>
----	Any other group	<b>Remember! Always read the alert to see if there is a special <u>description!</u></b>  <b>Oasis System</b>
Check 154.35.32.141 bgp peer	----	<b>IGNORE (<a href="#">HTY-219-45512</a>).</b>
wireshark / tshark	----	<b>IGNORE (Per Alex (Oasis System) request)</b>

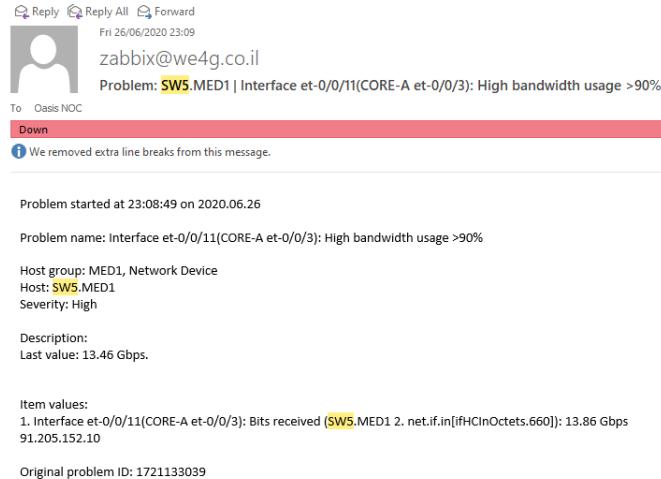
High bandwidth usage >90% - check the graph and Escalate 24\7 only if it is over 9.7Gb, if it looks normal - just open a ticket and Escalate only during working hours		<p>Check in the Zabbix Graphs if the high bandwidth is unusual or if it's OK Use the following guide: <a href="#">How To   Use Zabbix graphs</a></p> <p><b>Exception: **In case - CORE-B-EX9204   Interface xe-1/3/6(# BEZEQ WS #2 83-8339931): High bandwidth usage &gt;90%</b> <b>send SMS(21:00-9:00) /Call(9:00-21:00) to Shimon Ben-Lulu</b></p> <p><b>and open a ticket for the documentation</b></p>
Alerts During Nights   Backup around 3:00 am - If you're getting alerts between 03:00 - 03:15 > Wait 10 minutes from the alert moment	----	<p><b>Not working hours - Oasis Network/System On Duty</b></p> <p><b>Working hours - Someone from the Network/System on the office</b></p>
Dialogic-Traps	Dialogic-Traps	<p>Escalate as follow:</p> <ol style="list-style-type: none"> <li>1. Shimon Ben-Lulu - 050-872-1111</li> <li>2. Guy Shapira - 050-233-7221</li> <li>3. David Cohen - 050-239-2394 (<b>Do not call during Sabbath</b>)</li> <li>4. They need to check it in the OSS(Ericsson System) if the alerts are still active there. If the alerts have cleared for Motti/Shimon, you can clear them using <a href="#">How To   Clear Traps Alerts From Zabbix</a></li> </ol>
Ericsson-Traps	Ericsson-Traps	<p>Escalate as follow:</p> <ol style="list-style-type: none"> <li>1. Motti Smander - 050-965-1234</li> <li>2. David Cohen - 050-239-2394 (<b>Do not call during Sabbath</b>)</li> <li>3. Shimon Ben-Lulu - 050-872-1111</li> </ol> <p>They need to check it in the OSS(Ericsson System) if the alerts are still active there. If the alerts have cleared for Motti/Shimon, you can clear them using <a href="#">How To   Clear Traps Alerts From Zabbix</a></p>
SW06.MED1   AKAMAI Interfaces (xe-0/0/2, xe-0/0/3, ae20(AKAMAI SW)	Network Device	IGNORE TFN ( <a href="#">UDL-303-50257</a> & <a href="#">EYW-396-58481</a> )
voicemghfa1   /: Disk space is low	Voice center	<p>When we get the alert on Working hours we should wait for 2 hours, if the alert still exists we should contact the strategic line - 03-303-0500,</p> <p>If you get the alert on off hours, if the disk space is under 95% it can wait for the morning of the Working hours.</p> <p><b>Working hours of voice center : 09:00 - 18:00</b></p>
PA_DC_HFA_Active   Data plane CPU usage on PA_DC_HFA_Active is greater than 70% for 5min	----	<p>In case this alert is coming between the 3rd and the 6th of the month (i.e. 3-6.7.2020) Call Shimon Ben-Lulu (050-872-1111) and tell him the alert is happening. If he says it's OK, there's no need to call anyone else.</p> <p>In case the alert is coming in every other date, contact Oasis Network (On-Call during off-hours)</p>
		There might be false alarms, this is why you should double check before escalating (Especially during the night).

## High Bandwidth Alerts

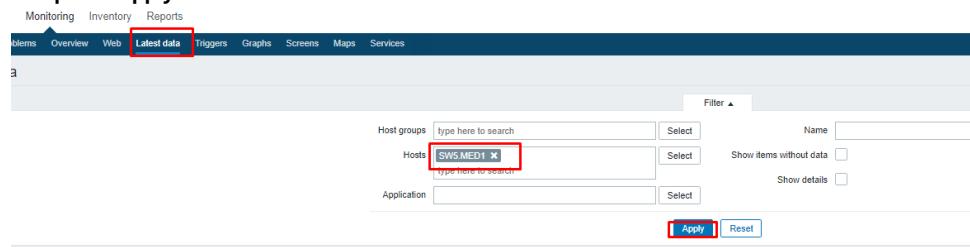
The bug could show you a false details, such as Pbps (PetaByte per second) or Tbps (TeraByte per second) which couldn't be true).

You can make sure that the alarm is real by checking the line speed in Zabbix by following these steps:

### 1. Here's an alarm for example:

A screenshot of an email from zabbix@we4g.co.il. The subject is "Problem: SWS.MED1 | Interface et-0/0/11(CORE-A et-0/0/3): High bandwidth usage >90%". The body of the email contains the following information:  
To: Oasis NOC  
Down  
  
Problem started at 23:08:49 on 2020.06.26  
Problem name: Interface et-0/0/11(CORE-A et-0/0/3): High bandwidth usage >90%  
Host group: MED1, Network Device  
Host: SWS.MED1  
Severity: High  
  
Description:  
Last value: 13.46 Gbps.  
  
Item values:  
1. Interface et-0/0/11(CORE-A et-0/0/3): Bits received (SWS.MED1.2.net.if.in[ifHCInOctets.660]): 13.86 Gbps  
91.205.152.10  
  
Original problem ID: 1721133039

### 2. Go to Zabbix > Latest Data tab, and write the host name from the email alert in the 'Hosts' filter and press 'Apply'



### 3. Search for the interface (Exactly the same as the alarm shows), for this example it's: "Interface et-0/0/11(CORE-A et-0/0/3)", and you will find the line speed:

<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Bits received	2020-06-29 10:59:49	9.34 Gbps
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Bits sent	2020-06-29 10:59:49	15.24 Gbps
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Inbound packets discarded	2020-06-29 10:57:49	0
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Inbound packets with errors	2020-06-29 10:57:49	0
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Interface type	2020-06-29 10:02:50	ethernetCsmacd (6)
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Operational status	2020-06-29 11:00:48	up (1)
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Outbound packets discarded	2020-06-29 10:57:49	0
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Outbound packets with errors	2020-06-29 10:57:49	0
<input type="checkbox"/> Interface et-0/0/11(CORE-A et-0/0/3) Speed	2020-06-29 10:57:49	40 Gbps

Now we can understand that in case that we're getting an alarm saying that we have 90% bandwidth usage, but the last check showing 13.46 Gbps like in the example alarm, there is no way it's 90% out of 40 Gbps line.

## crmapp-hfa Glusterfs Vol logspace

### CRM

Due to Alex Gershoig's request - This sensor is critical, please escalate as follows:

1. Shimon Ben Lulu (018 Engineering)
2. Tarek Izhiman (018 Engineering)
3. Alex Gershoig (Oasis System)
4. Omer Oppenheim (Oasis System)
5. Ohad Malca (Oasis System)

## NTP service is down on crmapp-hfa | Remote command

### CRM

Per Shimon request call 24/7 to Tarek & only him

## sw01.dc.hfa | Interface swp19

### Network Device

Please ignore this alert TFN  
Ticket: [OBS-645-93408](#)

(Call\_Center\_po  
rt1): Link down

#### Escalation:

- Escalation order is this:  
First - The table above.

Second - the group (tied to the people in the table above):

Network = Network on duty or Network team (Depending on Off-hours or Work-hours)

Billrun = Billrun team (Ofer, Eran, etc.) According to the [Contact List](#) page.

System = Alex (We can also forward to Omer during working hours)

Xfone = By the table, you can escalate according to the [Contact List](#) page but please note that David Cohen is not to be called during Shabat.

#### Open a new TAC ticket:

TO: [operations@018.co.il](mailto:operations@018.co.il)

Use the following macro: 'Zabbix | New Alert'

Assign the ticket to the On-duty that you spoke with.

## Cases:

Issue	Action
Interface down/Line Down	<p>Check if the line is in the <a href="#">018 line code list</a>. If it's not there - Escalate to Oasis on-duty Network engineer. If it's there -</p> <ol style="list-style-type: none"><li>1. Check if there are any drops or major changes in the graph that's related to the Interface (Link to the graph is in the <a href="#">018 line code list</a>)</li><li>2. Check the <a href="#">Total Internet</a> graph to see if there are any drops or major changes (This graph shows all user traffic in 018, if there was no change - it means all traffic is going through the backup line)</li><li>3. Check the <a href="#">Total Users</a> graph to see if there are any drops or major changes (This graph shows all users that are currently connected to 018)</li><li>4. Escalate to the responsible operator, check with them if they know about the issue and if it's a maintenance of some kind.</li><li>5. If customers are affected - Also notify Oasis on-duty Network engineer. Provide them with the details you saw in the above steps.</li></ol>
Dialogic alerts	24\7: Shimon Ben-Lulu (018 Engineering team manager).
Ericsson alerts	<p>We Should call Motti Smander - 050-965-1234 24/7, If there is no answer please wait 5 min and try again, If there is no answer in the second time please call Shimon.</p> <p>They Should check in the OSS(Ericson System) if the alerts still visible over there.</p> <p>If not, We should send Whatsapp message to Almog that he can delete the alerts from the Zabbix(Only Almog can delete the alerts!)</p> <p>Remember to open a ticket!</p>
Callup	<p>During working hours: Oasis Network engineer that on the office. During off hours: Oasis on-duty Network engineer.</p> <p><b>System alerts:</b> Disk space is critically low</p> <p>In case the alerts start with : 10.21.3.* - Call Tarek</p> <p>In case the alerts start with : 91.*.*.* - Call Shimon</p>

**Site xxx failed**

You must manually check if site live or not:

**crm.we4g.info** failed - <http://10.21.2.10/index.php?action=Login&module=Users> - <http://10.21.2.20>

**npg** failed - <http://10.21.2.13/monitor/login>

**we4g.co.il** failed - <https://www.we4g.co.il/he/>

in case that not access to site, escalate to Ofer Cohen (Bilrun), let him know that the site is unreachable.

# Xfone Guardicore

Ignore all Guardicore alrets TFN per Tal Iachnin's request. [ADL-287-43695](#)

For every Guardicore alarm, please contact Oasis Network engineer during **working hours ONLY!**

Open a ticket TO: [operations@018.co.il](mailto:operations@018.co.il) & assign the ticket to the engineer that going to take the ticket (NOT CC, and DO NOT include the engineer in the ticket - just assign).

You won't get a "Solved" or "Up" email, so keep following during working hours ONLY with the network engineer that took the ticket or with the rest of the team.

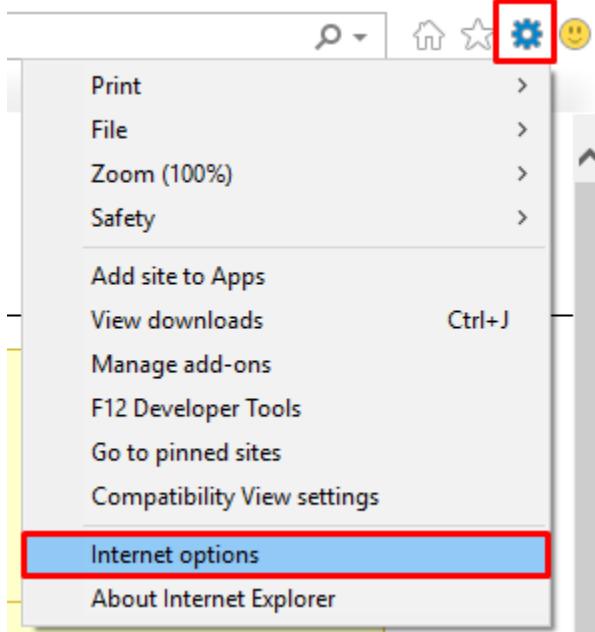
# **NOC How To**

# How To | use Cellcom systems

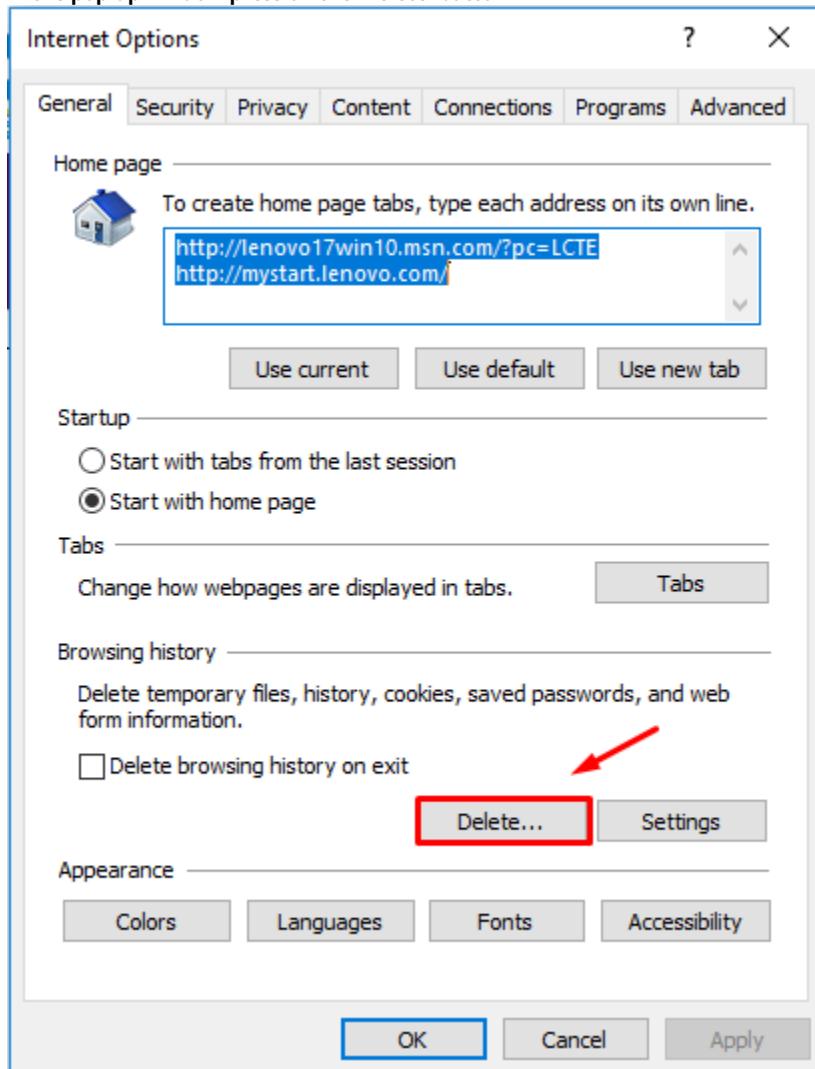
- Networks (XFone Web EngApp)
- Remedy
- MOM Dash

To use Cellcom systems you must use Internet Explorer, other browsers are having issues with these sites.  
In case that something isn't working try clearing cache and browsing data:

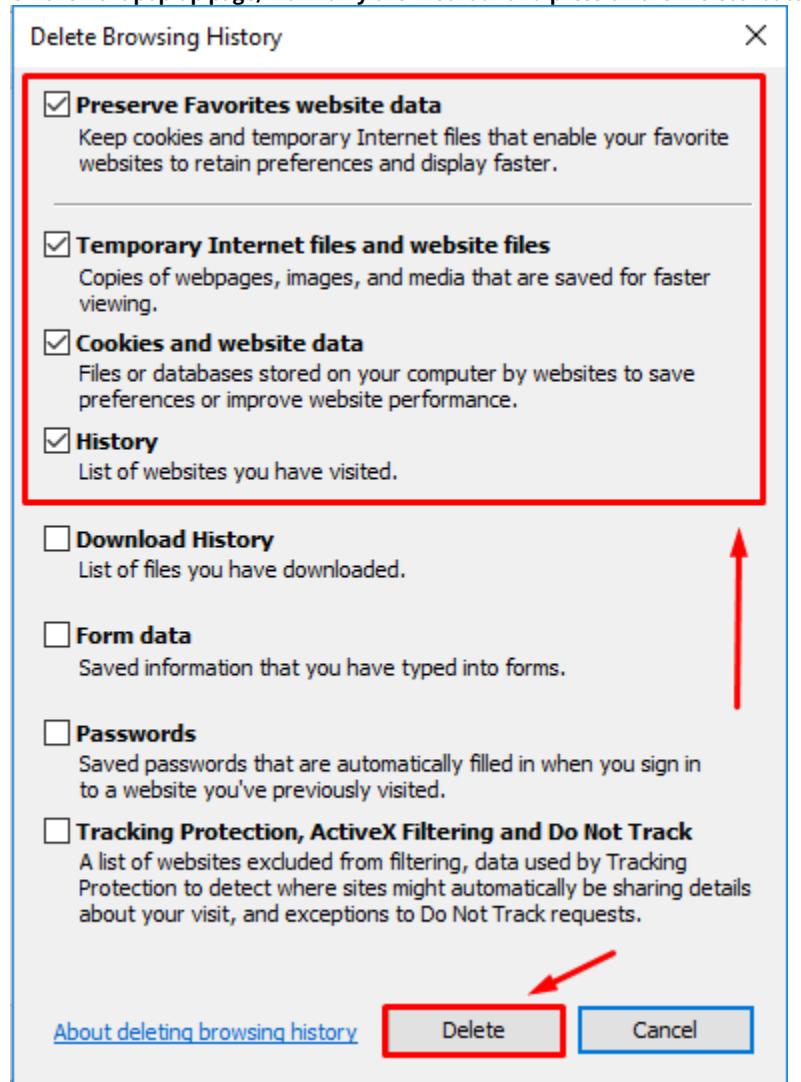
1. Press on the 'Tools' button  , and choose 'Internet Options'



2. In the pop-up window press on the 'Delete' button



3. On the next pop-up page, mark only the first four and press on the 'Delete' button.



4. Exit the Internet Explorer browser and re-open it.

Cellcom gave us view option for some of their systems, to know about planned works, alerts, sites which are down, etc.

For all the below systems you have to login to Cellcom dashboard: <https://home.cellcom.co.il> using the following credentials (Which you can also find in the password page):

**Cellcom Systems Dashboard - User #1**



Username (⚠ Use this user for all the systems login): External\_xfone1  
Password (⚠ Use this password for all the systems login):

#### 018 Xfone Passwords

SecureID: 12345<Token Number>

Password changed to 018N0coN0c\* after the site's request



⚠⚠⚠ There is another Token (#2) with the NOC TL, ask him in case that you need it. ⚠⚠⚠

⚠ In case that you're using Token #2 you should use the credentials for #2 (Can be found in the passwords page) ⚠

## Networks (XFone Web EngApp)

With the Networks system you will be able to search for planned works according to dates, you will also have an option to search in the planned works history.

### 1. Choose dates

### 2. Hit the **הפש** button

ellcom Portal - Home Networks >> NetworkProv... X 7!Remedy Management\_Gola... |

מספר עדותה: 17/07/2018 | עד תאריך: 18/07/2018 | 00:00 | 23:59 | Excel | זור | חפש | ↗

תאריך סיום	שכירתה	התחלת השירותה	תאריך התחלה	תאריך המתוכלה	סטטוס	תיאור העבודה	סוג עדותה	מ.עדותה	קישור
06:00:00 18/07/2018	00:20	02:01:00 18/07/2018	00:01:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113382	愧疚
00:15:00 18/07/2018	00:15	00:00:00 18/07/2018	00:00:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113603	愧疚
06:00:00 18/07/2018	00:15	00:00:00 18/07/2018	00:00:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113608	愧疚
06:00:00 18/07/2018	01:00	01:00:00 18/07/2018	01:00:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113679	愧疚
06:00:00 17/07/2018	02:00	23:00:00 16/07/2018	19:30:00 16/07/2018	לוד	מיתוג	MSSR6 MSS17 מהירה אלא... ביבין	מיתוג	113686	愧疚
17:00:00 17/07/2018	08:00	09:00:00 17/07/2018	09:00:00 17/07/2018	רדי	פלטפורם נבניע בגדודת	אלא... ביבין	פלטפורם נבניע בגדודת ביבין	113700	愧疚
06:00:00 18/07/2018	04:00	00:00:00 18/07/2018	00:00:00 18/07/2018	רדי	הגהה כוח שטחני	בגין	הגהה כוח שטחני ביבין	113724	愧疚
06:00:00 19/07/2018	07:00	23:00:00 18/07/2018	23:00:00 18/07/2018	רדי	עבורה של 420519	אלא... ביבין	עבורה של 420519 ביבין	113727	愧疚
06:00:00 19/07/2018	07:00	23:00:00 18/07/2018	23:00:00 18/07/2018	רדי	SPLIT GSM BSBC1	אלא... ביבין	SPLIT GSM BSBC1 אלא... ביבין	113744	愧疚
06:00:00 19/07/2018	07:00	23:00:00 18/07/2018	23:00:00 18/07/2018	רדי	השלמת ניידת (87)	אלא... ביבין	השלמת ניידת (87) אלא... ביבין	113746	愧疚

עמוד 10 מתוך 10

### 3. To see more details about a planned work, press on the **愧疚** button

תאריך סיום	שכירתה	התחלת השירותה	תאריך התחלה	סטטוס	תיאור העבודה	סוג עדותה	מ.עדותה	קישור	
06:00:00 18/07/2018	00:20	02:01:00 18/07/2018	00:01:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113382	愧疚
00:15:00 18/07/2018	00:15	00:00:00 18/07/2018	00:00:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113603	愧疚
06:00:00 18/07/2018	00:15	00:00:00 18/07/2018	00:00:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113608	愧疚
06:00:00 18/07/2018	01:00	01:00:00 18/07/2018	01:00:00 18/07/2018	בגין	מסופרת	לטירר שירות הרשת המוחיקתתת... אלא... ביבין	מסופרת	113679	愧疚
06:00:00 17/07/2018	02:00	23:00:00 16/07/2018	19:30:00 16/07/2018	לוד	מיתוג	MSSR6 MSS17 מהירה אלא... ביבין	מיתוג	113686	愧疚

### 4. You can choose which menu you would like to expand by clicking on the + sign

networks >> NetworkProvider... 7!Remedy Management\_Gola... 113382 | ↗

בעודה מס' 113382 | ↗

פרטי בעודה

מ.עדותה: TNAT, בית סלקום | ↗

תיאור העבודה: לצורך שיפור הרשת ותחזוקה taboozenה בעבודות אחדקה ווושפטען שירותים האמורים: פגיעה בשירות עד 20 דקות.

משמעות העבודה: DWDM-ECI שדרוג אלמנטים ברשת ECI | ↗

algoנים וישיות בעודה: פגיעה במספר דקות לכל השירותים נל הרשת, כ-20 דקות לאורך הפעילות. מזורף קובץ | ↗

algoנים וישיות בעודה:algoנים וישיות מושפעים | ↗

## Remedy

Ticketing system, all the HD, TT alerts that you're getting from Cellcom.. now will be in this system. You will be able to search for alert and check about the alert status and updates (NO need to call Cellcom about ticket\alerts any more).

To find TT tickets, remove the "TT" and search only the numbers.  
In example: TT32257757 won't find anything, but 32257757 will find the ticket.

**⚠ Remember to 'clear' the status section, like that you'll find ticket even if they're closed.**

To enter Xfone Remedy dashboard select 'Remedy Network Provider' after pressing on the 'Remedy' link in Cellcom home dashboard.



**There are three (3) kinds of tickets, you will be able to know what kind is that ticket only by getting inside it:**

**Help Desk Case**

Summary*	**Repeating** - 24V MAJOR TRANSMISSION SITE more than 10 times in last 1 hour														
Case Reason															
Description*	EXTERNAL AL 11- תאורה חיצונית 11	Group+	Case ID+ HD0000032258161												
Category*	CellSite-Infrastructure	Individual+	External TT												
Type*	BCF	Contractor	Status* Resolved												
Item*			Pending												
From Site+	BTRM7436	Netcool Status Clear	Closure Code												
IP Address		Netcool Up Time 17/07/2018 00:24:17	Escalated?												
To Site+		Netcool Downtime 17/07/2018 05:37:45	No												
Node Alias	BTRM7436	Show Time	Priority*												
Eq. Number	68	Netcool Family Free	Urgent												
Bulletin <input type="checkbox"/> Yes	LikeBulletin <input checked="" type="checkbox"/> Yes	Netcool Customer	Manual Resolve No												
<input type="button" value="Requester Information"/> <input type="button" value="Case Log"/> <input type="button" value="Solutions"/> <input type="button" value="RSL"/>															
<b>Message Details</b> <table border="1"> <tr> <td>To</td> <td>CC</td> </tr> <tr> <td>Subject</td> <td>Message Status No</td> </tr> <tr> <td colspan="2">Message Content</td> </tr> <tr> <td colspan="2">           Case ID: HD0000032258161 Is Assigned to you at 17/07/18 02:06:01            From BTRM7436, BCF. **Repeating** - 24V MAJOR TRANSMISSION SITE more than 10 times in last 1 hour. <span style="float: right;">תאורה חיצונית 11</span> </td> </tr> </table>				To	CC	Subject	Message Status No	Message Content		Case ID: HD0000032258161 Is Assigned to you at 17/07/18 02:06:01 From BTRM7436, BCF. **Repeating** - 24V MAJOR TRANSMISSION SITE more than 10 times in last 1 hour. <span style="float: right;">תאורה חיצונית 11</span>					
To	CC														
Subject	Message Status No														
Message Content															
Case ID: HD0000032258161 Is Assigned to you at 17/07/18 02:06:01 From BTRM7436, BCF. **Repeating** - 24V MAJOR TRANSMISSION SITE more than 10 times in last 1 hour. <span style="float: right;">תאורה חיצונית 11</span>															
<b>Work Log History</b> <table border="1"> <thead> <tr> <th>Work Log Type</th> <th>All</th> <th>Operation Log</th> </tr> </thead> <tbody> <tr> <td colspan="3">2 entries returned - 2 entries matched</td> </tr> <tr> <td colspan="3">           Preferences   Refresh            Create Date Submitter Work Log Note WorkLogType            17/07/2018 02:06:AREMAILUSER_FCase ID: HD00000Email/SMS            17/07/2018 02:10:AREMAILUSER_FTT: HD000003225Email/SMS         </td> </tr> <tr> <td colspan="2"> <input type="button" value="Select All"/> <input type="button" value="DeSelect All"/> </td> <td> <input type="button" value="Refresh"/> <input type="button" value="Export"/> </td> </tr> </tbody> </table>				Work Log Type	All	Operation Log	2 entries returned - 2 entries matched			Preferences   Refresh Create Date Submitter Work Log Note WorkLogType 17/07/2018 02:06:AREMAILUSER_FCase ID: HD00000Email/SMS 17/07/2018 02:10:AREMAILUSER_FTT: HD000003225Email/SMS			<input type="button" value="Select All"/> <input type="button" value="DeSelect All"/>		<input type="button" value="Refresh"/> <input type="button" value="Export"/>
Work Log Type	All	Operation Log													
2 entries returned - 2 entries matched															
Preferences   Refresh Create Date Submitter Work Log Note WorkLogType 17/07/2018 02:06:AREMAILUSER_FCase ID: HD00000Email/SMS 17/07/2018 02:10:AREMAILUSER_FTT: HD000003225Email/SMS															
<input type="button" value="Select All"/> <input type="button" value="DeSelect All"/>		<input type="button" value="Refresh"/> <input type="button" value="Export"/>													
<input type="button" value="Close"/> <input type="button" value="reportlink"/>															

- **Bulletin** - The most critical events that Cellcom have, they will work ASAP to resolve this issue.
- **Like Bulletin** - Less critical event, the treatment might be in the next day, etc.
- **Non of the above** - Cellcom NOC isn't handling these tickets, they're not important at all and this is why you don't have to follow up in case that there is no mark in "Bulletin" or "Like bulletin"

**1. You will have to login again using the following credentials:**

User: External\_xfone1

Password:

**018 Xfone Passwords**

**⚠ In case that you're using Token #2 you should use the credentials for #2 (Can be found in the passwords page) ⚠**

## 2. You can search for specific alert by using the search bar, press on the 'Refresh' button to start the search

The screenshot shows a search interface for alerts. At the top, there's a search bar with fields for 'Case ID+', 'Status', 'From Create Date', 'To Create Date', and a date selector. Below the search bar is a table titled 'Shoving 1 - 100 of 260'. The table has columns: Case ID+, Create Date, From Site, To Site, Category, Type, E. Number, Summary, Item, Status, and Actual Res. A red box highlights the search bar, and a red arrow points to the 'Refresh' button. Another red arrow points to the 'Search Bar' label.

Case ID+	Create Date	From Site	To Site	Category	Type	E. Number	Summary	Item	Status	Actual Res.
ID0000032164125	11/10/2017 06:40	NRMS5131		UMTS-Cellsite	WCELL	2	WCDMA CELL OUT	CDMA CELL OUAssigned	Pending	
ID0000032167555	23/10/2017 15:43	JEHRN053314		UMTS-Cellsite	PerUCELL		UMTS-Cellsite	PerUCELL	3G Low Traffic	DIG Low Traffic DPending
ID0000032167553	23/10/2017 22:45	JEHRN055188	ATM	UMTS-Cellsite-harSubrack		1	Power Failure Left	Power Failure Left Assigned		
ID0000032177255	23/10/2017 04:51	BTOR70500	shared N_VSVR_minLTE-Cellsite	GSM-Cellsite	PerUCELL	31	*Repeating* G-SITE CELL OPERATION	CELL OPERATION Assigned		
ID0000032188783	27/12/2017 18:44	BTOR70500	Mapa	Default		0	Drop Call 2H	Drop Call 2H Assigned		
ID0000032188783	28/12/2017 10:42	BTTRM1522	GSM-Cellsite-bcf	BCF		0	G-U στάση παραγγελίας	BTTRM1522 Pending		
ID0000032188800	23/01/2018 15:27	ERNBC35449	BTOR5131+2	GSM-Cellsite-bcf	BCF	0	Vibration	BTTRM1522 Pending		
ID0000032188801	23/01/2018 15:27	ERNBC35449	BTOR5131+2	GSM-Cellsite-bcf	BCF	0	Cells 1 & 2 are off-line	Cells 1 & 2 are off-line Pending		
ID0000032198261	25/01/2018 14:55	LH13060	shared N_VSVR_minLTE-Cellsite	LINCEL		31	Cell 2 is off-line for ERNBC35449	Cell 2 is off-line for ERNBC35449 Pending		
ID0000032203042	06/02/2018 09:45	BTOR2585	GSM-Cellsite-bcf	BCF		0	CELL OPERATION	CELL OPERATION Assigned		
ID0000032203014	06/02/2018 11:18	BTOR2585	GSM-Cellsite-bcf	BCF		0	3G Power Fault	3G Power Fault Pending		
ID0000032204037	06/02/2018 15:06	BTTRM2154	ALL IP	GSM-Cellsite-bcf	BCF	281	Technician in site BTS OAM LINK F-Pending			
ID0000032204440	13/02/2018 09:17	BTTRM2154	GSM-Cellsite-bcf	BCF		0	Sector locked	Sector locked Pending		
ID0000032206440	13/02/2018 20:07	JEHRN023578	UMTS-Cellsite	PerUCELL			3G Drop Call 1 Inc3G Drop Call	3G Drop Call 1 Inc3G Drop Call Assigned		
ID0000032208387	19/02/2018 17:24	BTTRM0555	GSM-Cellsite-bcf	BTS		0	SECTOR IS DOWN	BTTRM0555 Assigned		
ID0000032208388	19/02/2018 17:24	BTTRM0555	GSM-Cellsite-bcf	BTS		0	Sector is down	Sector is down Pending		
ID0000032208385	22/02/2018 05:22	BTOR4413	GSM-Cellsite-bcf	BCF		29	due to AC Power FPCM FAILURE	due to AC Power FPCM FAILURE Pending		
ID0000032211457	28/02/2018 09:15	BTOR71344	dudauk	Networks-RF	Networks	110737	Job has been startUnknown AlarmNaAssigned			
ID0000032212788	05/03/2018 07:39	BTTRM22281	CellSite-Infrastructure	BCF		94	** AC Power Fault	AC Power Fault Assigned		
ID0000032216354	07/03/2018 07:24	BTTRM22281	UMTS-Cellsite	UrbanCell		0	SECTOR IS DOWN	BTTRM22281 Assigned		

**Report | More Information:**

From Site: NTC14988 Description: EventID: 61058 Work Log:

Category: GSM-Switch Summary: Synchronization lost

Type: STPO Node Alias:

## 3. By double clicking on alert line it will open the detailed alert page

The screenshot shows a detailed alert page for a specific case. The top section contains fields for Summary\*, Case Reason, Description\*, Category\*, Type\*, Item\*, From Site+, IP Address, To Site+, Node Alias, Eq. Number, Bulletin, Requester Information, Case Log, Solutions, RSL, and Time Information.

**Summary\***: \*\*Repeating\*\* - 24V MAJOR TRANSMISSION SITE more than 10 times in last 1 hour

**Case Reason**: EXTERNAL AL 11-

**Description\***: EXTERNAL AL 11-

**Category\***: CellSite-Infrastructure

**Type\***: BCF

**Item\***: BTRM7436

**From Site+**: BTRM7436

**IP Address**:

**To Site+**:

**Node Alias**: BTRM7436

**Eq. Number**: 68

**Bulletin**:  Yes **LikeBulletin**:  Yes

**Requester Information**: Login\*: yonatasm, Name\*: יונתן אטאס, Group: NMC TRNS AND SWITCH, VIP: No

**Source\***: Netcool, Submitted by: yonatasm, Impacted Services: 0, Urgency: Low, CsPriority: NMC TRNS AND SWIT, Supervision: NMC TRNS AND SWIT

**Time Information**: Arrival Time: 17/07/2018 01:59:43, Create Date: 17/07/2018 01:53:38, Assigned: 17/07/2018 02:06:01, Resolved: 17/07/2018 05:37:38, Actual Resolved: 17/07/2018 05:37:38, Last-modified-by: NetcoolGW, Modified Time: 17/07/2018 05:43:57

**Close | reportlink |**

**4. By clicking on the 'Case log' tab on the bottom part of the webpage you will be able to see the ticket updates**

The screenshot shows the 'Help Desk Case' interface. The 'Case Log' tab is highlighted with a red border. To the right, a detailed view of the 'Work Log History' is shown in a separate window, also with a red border. The 'Work Log History' window displays two entries:

Create Date	Submitter	Work Log Note	WorkLogTyp
17/07/2018 02:06:01	AREMAILUSER_F	Case ID: HD0000032258161	Email/SMS
17/07/2018 02:10:45	AREMAILUSER_FTT	HD0000032258161	Email/SMS

Red arrows point from the 'Case Log' tab and the 'Work Log History' window towards the 'Work updates' section below.

**5. By clicking on the book button , you will see the ticket log history in a better and organized way and in a different webpage**

The screenshot shows a browser window displaying a 'Work Log History' report. The report includes a table of work logs and several buttons at the bottom: 'Select All', 'DeSelect All', 'Refresh', and 'Export'. A red box highlights the 'Export' button. Below the report, there is a detailed log entry:

Work Log Type Email/SMS  
 Create Date 17/07/2018 02:06:03  
 Submitted by AREMAILUSER\_PQHg0JAAPwAA  
 Work Log Note Case ID: HD0000032258161 Is Assigned to you at 17/07/18 02:06:01  
 Detailed From BTRM7436, BCF, \*\*Repeating\*\* - 24V MAJOR TRANSMISSION SITE more than 10 times in last 1 hour. קביעי סיבת אשכלה.  
 To 0522499142@sms.cellcom.co.il;

Work Log Type Email/SMS  
 Create Date 17/07/2018 02:10:49  
 Submitted by AREMAILUSER\_PQHg0JAAPwAA  
 Work Log Note TT: HD0000032258161, F: Site: BTRM7436; S.Area: 0436; T: Site:BCF; 68; \*\*Repeating\*\* - 24V MAJOR TRANSMISSION SITE  
 Detailed more than 10 times in last 1 hour; EXTERNAL AL 11-  
 EventID: 7411. קביעי סיבת אשכלה.  
 To 0522499142@sms.cellcom.co.il;

## MOM Dash

Real time alerts system, you will be able to see the specific sites in Israel that has an issue (Map isn't working at the moment but you will see the addresses by hovering with your mouse on the locations).  
This system have 2 links in Cellcom dashboard, both should be the same, get used to use MOM Dash 2 and use MOM Dash1 in case that MOM Dash 2 isn't working.

MOM Dashboard have 2 tabs:

- Network Provider - Here you can see the alerts about problematic sites, and you will be able to know if there is a ticket about the alert by looking on the alert font color - White meaning that there is a ticket about that alert.
- DASH\_GeoSitesOS - Here you will see Israel map (In the future) and the problematic sites geographic locations.



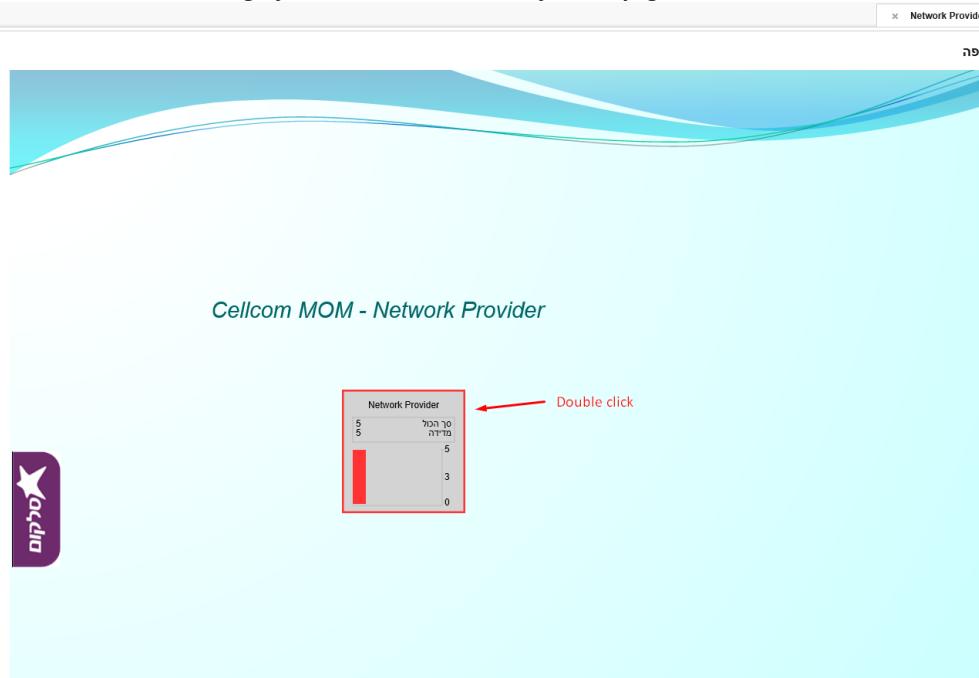
At first, to see both of the above tabs you will have to login again using the following credentials:

User: External\_xfone1

Password:

018 Xfone Passwords

Then double click on the gray window in the middle of you webpage:



### Network Provider:

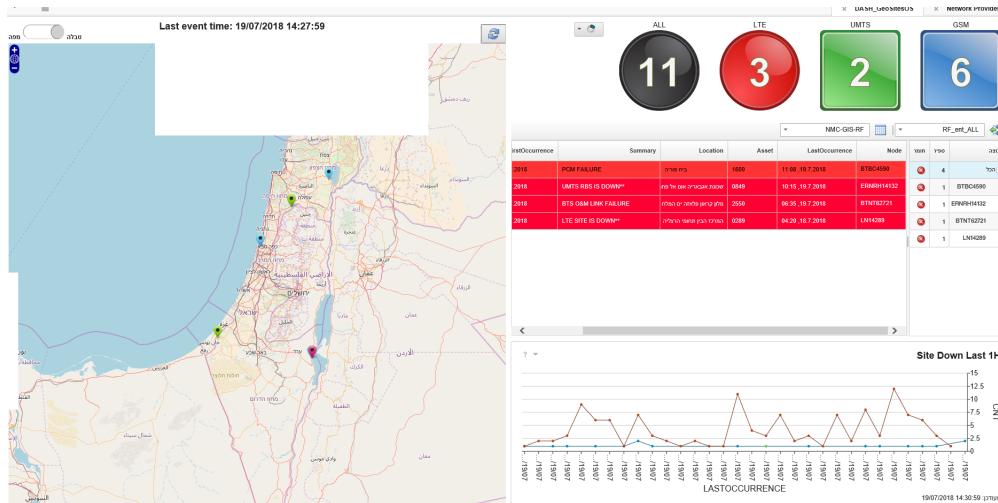
There is not so much to say here, just have a look on the below picture

Occurrence	Summary	LocalNodeAlias	EqpType	Location	notePriObj	NodeAlias	Node
8	WCDMA BASE STATION OUT OF USE	6421	WBTS	אזור כיסופם		NOR76421	NOR76421
8	due to AC Power Failure PCM FAILURE	40	BCF			BT	BT
8	LTE SITE IS DOWN**	14289	MRBTS	ברוכי הבני והליליה		LN14289	LN14289
8	PCM FAILURE	92	BCF	חיקום		BTRM8560	BTRM8560
8	PCM FAILURE	108	BCF	ת"ה הדריה		BTNT2524	BTNT2524



### DASH\_GeoSitesOS:

Here you'll be able to have more information from the 'Network Provider' section above, including a map.



Right click with your mouse on alert location and press on **תוכנות...** to see more details about the alert location.



### תוכנות

myBox/images/JazzIcons/Blue Map Marker.png/

32.175514

34.836723

BTBC61289

1

0289 - המרכז הבני בתחום הרצליה - BTBC61289

:IMAGE



:LATITUDE

:LONGITUDE

:NODE

:STATUS

:ToolTip



# How To | Announce on a network issue that effect customers

Customer service should send an email with the form attached at the moment that the issue occurs to the customer and that the customer is in the issue area.

If the form arrives too late or the customer is not in the issue area, return to customer service.

Once we have received a new form, a trace should be performed to check which antenna / antennas the customer is connected to at DSE

The screenshot shows a search interface titled "Phone Location". A red box highlights the "Phone Number" field containing "0515161147". Below it is a "Search" button. The results section includes fields for "eNodeB Type", "eNodeB Name", "eNodeB Id", and "eNodeB PLMN Id". A red box highlights the "Latest eNodeB List" field, which contains "425-02-Macro 14310, 425-02-Macro-15081". Another red box highlights the "Antenna location" field, which contains "מרכז קליטה לוד". Other visible text includes "Site: Haifa" and "ULI Timestamp : 2021-02-07 17:45:04".

Then just look for these antennas in Remedy, no need to look for the rest of the antennas around even though listed in another form.

Finally, fill out the form with the test we did and send as usual to CMG.

In case that 018 Operations telling us that there is a network issue or General issue that effect customers (All customers or customers in specific area) we should announce CMG Network about the issue.

Please use the following template, fill up the relevant information and send the email with the attachment TO: hagai@cmgnetwork.co.il ; zafir@cmgnetwork.co.il; tac@oasis-tech.net (Do not call at Friday, We should call Cellcom on Fridays and during off-hours)

Do not send a photo or a scanned document, Fill the template by the information you get.

Use the Following template:

???? ???? ??? ????? - MA.docx

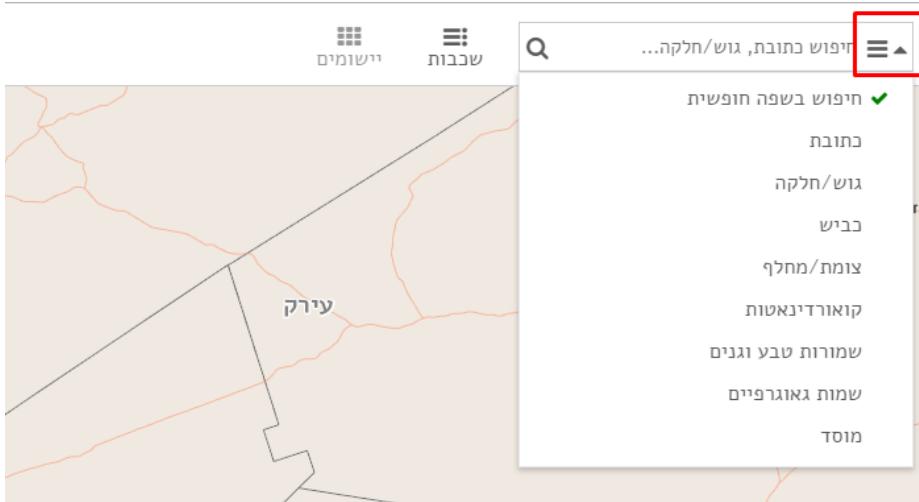
# How To | Check Cellcom Site Number and locate Antennas

In order to locate antennas according to a location\area\address\etc. please use the following website: <https://www.govmap.gov.il>

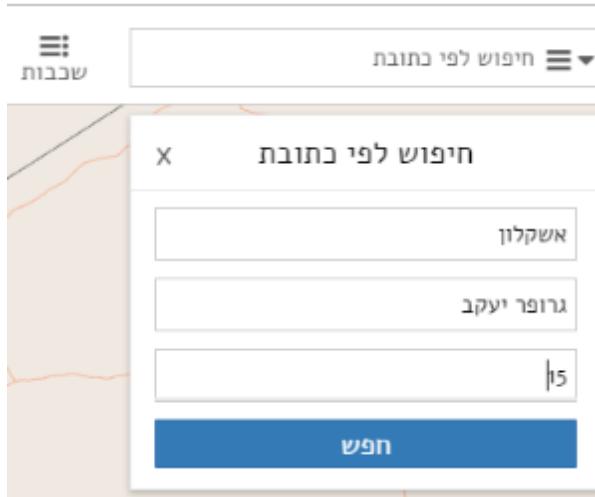
The above website will show Israel map, and we will be able to focus on all kind of specific Information layers that we want to see on the map.



1. In order to start a new search, and choose the location\area\address\etc. that we think might have an issue, or to locate the antenna site number

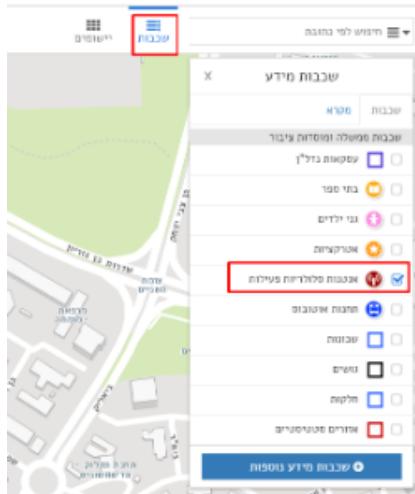


2. For example if it's an address, choose 'Address' and start writing the city name, the street address and the street number (Use the system auto suggestion to choose the correct City & Address), and press on 'Search'.



3. After finding the press on the 'Layers' button, and mark the

אנטנות סלולריות פעילות button.



4. Press on the small arrow to open more option under

אנטנות סלולריות פעילות

גני ילדים



attractions

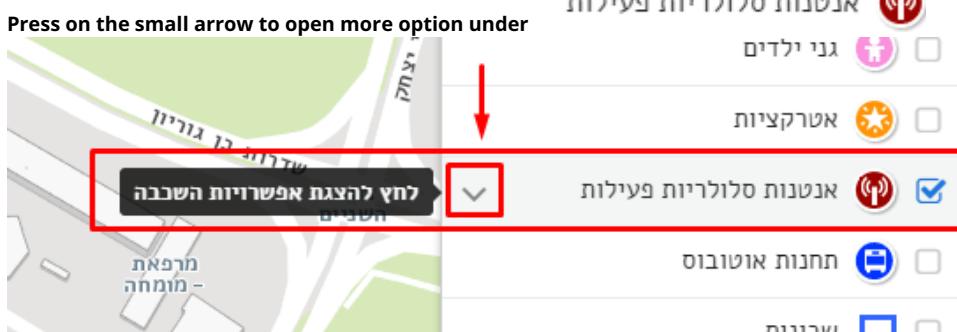


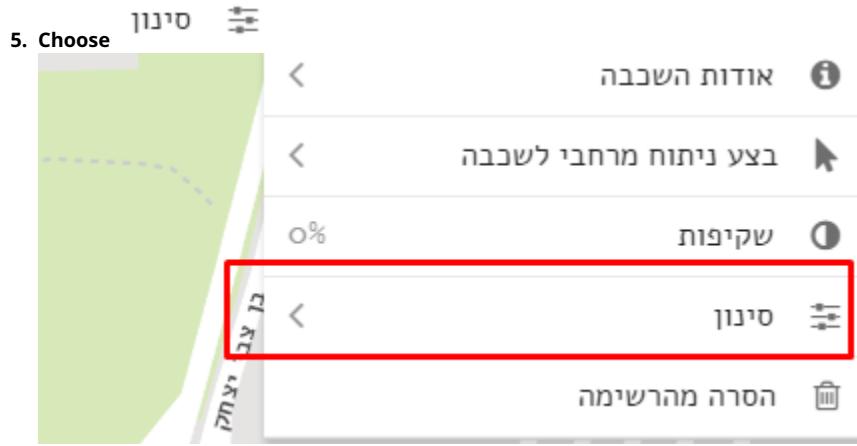
אנטנות סלולריות פעילות

תחנות אוטובוס

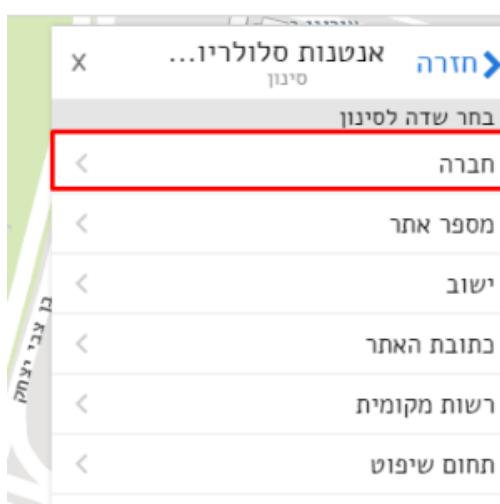


neuroses

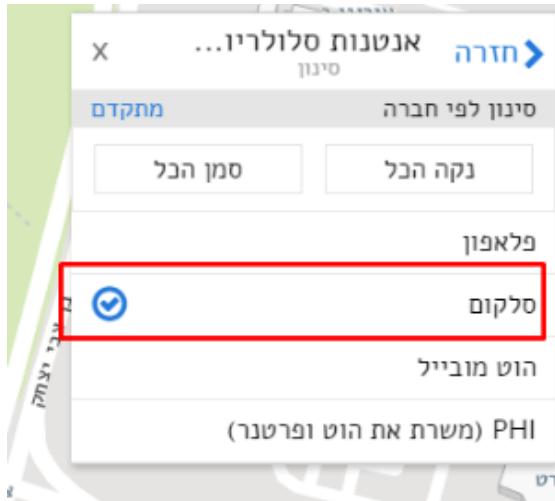




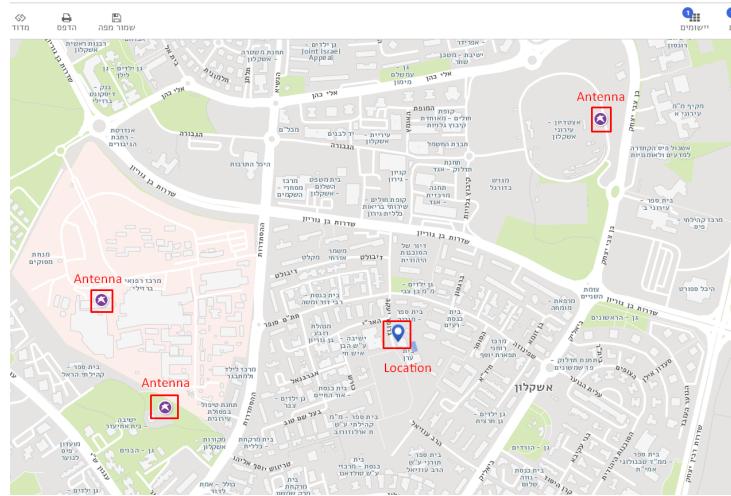
6. Choose חברה



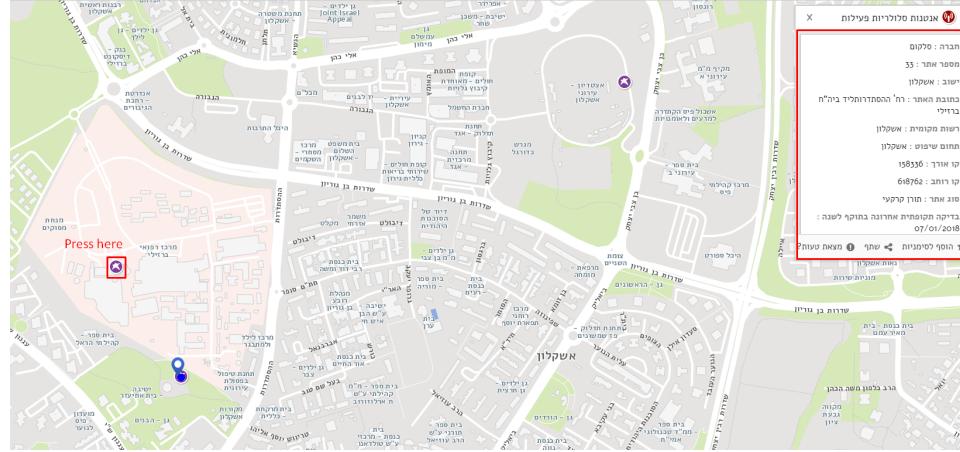
7. Choose 'Cellcom'



8. Now you will be able to see the location you chose and Celcom antennas around this location.



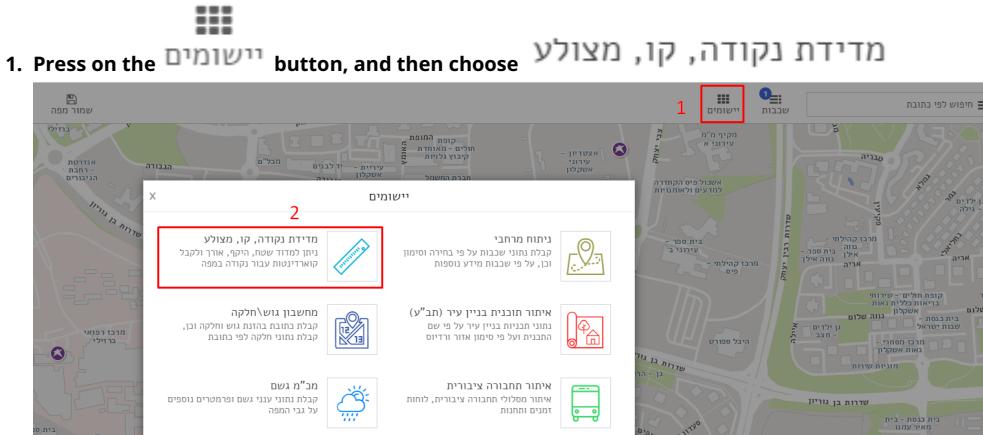
**9. By pressing on the Cellcom sign, you will see more information regarding this site, such as site number, Address, etc.**



**10. You should provide all the closest site numbers while sending a report to CMG regarding a reception issues, etc.**

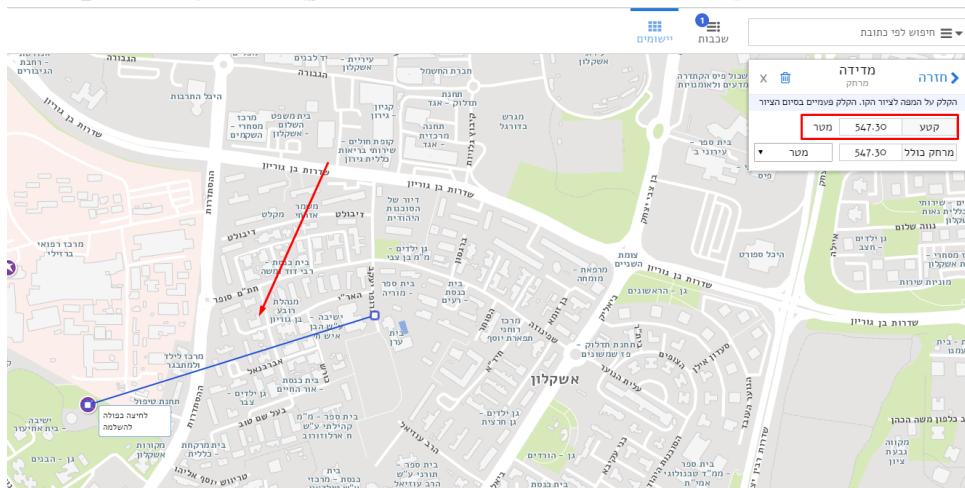
### **Some tools that can assist you to know even more:**

**Measure how far the antenna from your chosen location:**





2. Choose **מרכז נייר** and measure how far are the antennas from the location you chose.



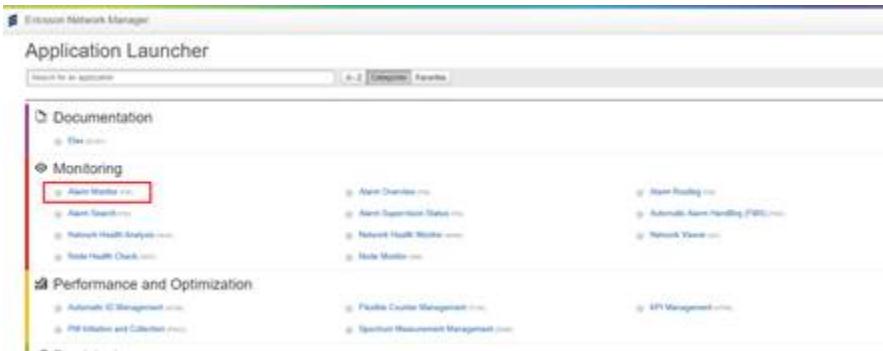
3. Most of the time you'll see about 500-600 Meter between the location and the closest antenna.

# Ericsson Monitor

ENM	<a href="https://maenm.maraton.051.com/login/?goto=https://maenm.maraton.051.com">https://maenm.maraton.051.com/login/?goto=https://maenm.maraton.051.com</a>
Username	noc
Password	nocNOC123\$

## Guide:

After login go to Alram Monitor.



Notice that only "Alarms" is pressed, not "Alerts" and not "All".



## Ignore list:

\* NodeB

# MARTAM (We4g)

[ What is MARTAM? ] [ In case you receive an answer from another operator that the client was reserved (???? ????:) ] [ SLA according to Ministry of communication: ] [ Operator Codes ] [ Hebrew MARTAM Presentation ]

## What is MARTAM?

### Operators Coordinating Center

The MARTAM Department is the department that customer support department or agents will contact as escalation in any problem relating to the mobility of numbers, stationary or mobile between the various operators.  
The MARTAM role is to find out what caused an error / delay in the mobility process, using a direct communication with the operator that holds the number.

## In case you receive an answer from another operator that the client was reserved (???? ????:):

You need to forward the answer to the following addresses:

To: [shahar.c@018.co.il](mailto:shahar.c@018.co.il)

CC: [ravit.h@018.co.il](mailto:ravit.h@018.co.il); [almog@oasis-tech.net](mailto:almog@oasis-tech.net); [shimon.b@018.co.il](mailto:shimon.b@018.co.il); [tamir@018.co.il](mailto:tamir@018.co.il).

## SLA according to Ministry of communication:

- Communications between the operators will usually be via e-mail, but if necessary, the phone will also be used for emergency cases.
- See MARTAM departments details of communications companies in Israel here: [MARTAM Departments In Israel](#)
- Israel ministry of communication demands from all the operators MARTAM departments to send a quarter report with all the times when the mobility service was down, in any case that Xfone's mobility service is down please remember to document everything [HERE](#)
- Every time that Xfone's mobility service is down we should notify the other operators MARTAM departments that our service is down at the moment, like that they won't try to move numbers from us, send an email to all the MARTAM's using the following template - Expand to see the template (Communication with operators will be in Hebrew) and send it TO: [partner-IT-NP@partner.co.il](mailto:partner-IT-NP@partner.co.il); [noc@hallo.co.il](mailto:noc@hallo.co.il); [noc@018.co.il](mailto:noc@018.co.il); [Npg.Support@bezeq.co.il](mailto:Npg.Support@bezeq.co.il); [martam@bezeqint.co.il](mailto:martam@bezeqint.co.il); [cellcom-np@cellcom.co.il](mailto:cellcom-np@cellcom.co.il); [npg\\_hc@homecenter.co.il](mailto:npg_hc@homecenter.co.il); [Netvision013np@netvision013.co.il](mailto:Netvision013np@netvision013.co.il); [npg@golantelecom.co.il](mailto:npg@golantelecom.co.il); [martam.Hot@hotmail.net.il](mailto:martam.Hot@hotmail.net.il); [NPSupportM@hotmobile.co.il](mailto:NPSupportM@hotmobile.co.il); [NPG@telephone.co.il](mailto:NPG@telephone.co.il); [NPG@rami-levy.co.il](mailto:NPG@rami-levy.co.il); [support@cellact.com](mailto:support@cellact.com); [noc@x2zone.com](mailto:noc@x2zone.com); [tzvika.m@x2zone.com](mailto:tzvika.m@x2zone.com)

### Email Template:

Subject: [\[Subject\]](#) Xfone - פעילים

שלום,  
לעидכו, שירות הנייד של אקספון למטה ברגעים אלה, נעדכן ברגע שחוזרים לפעילות.  
תודה,  
Xfone NOC

- In case of issues with the operator Alon Cellular (Operator code: AL), please follow the 'Warning section' below:

המספר AL (alon סלולר) מזוג לפלאפון (PL) לפני כנה וחתן.  
במידה ויש לכם הצעות כאלה החליפו את AL ב-PL בMOVED נזוד ולאחר מכון הפכו את הנייד ל-  
[.COMPLETED-PUBLISH-RESPONSE](#)

- In case of issues with the operator Home Cellular (Operator code: HC), please follow the 'Warning section' below:

=HC = הום סלולר  
הם נקנו ע"י סלקום.

- Operators MARTA's service hours:

### Mobile Operator:

Contact other Martams (Via Phone) until 20:00, by email 24/7



Working Days & Hours Of Support Center	Mobility Completion Time
Sunday-Thursday 08:00-23:00	Sunday-Thursday 08:00-21:15
Friday & Holidays 08:00-13:00	Friday & Holidays 08:00-12:15

**Stationary Operator (working hours and mobility completion):**

Single number mobility	Range of numbers mobility (PRI)
Sunday-Thursday 08:00-17:00 Mobility requests until 14:00 will be performed at the same day Mobility requests after 14:00 will be performed on the next day <b>Friday &amp; Holidays</b> On the upcoming Sunday or on the next working day	Sunday-Thursday 08:00-20:00 <b>Friday &amp; Holidays</b> 08:00-14:00

- It is forbidden to block a customer from moving from one operator to another without a justified reason. In exceptional cases where there is a lack of understanding between the MARTAM's by emails, a telephone call is made to deal with the matter.

## Operator Codes

The Ministry of Communications assigns different operators identification codes, the identification code will be different between numbers associated with mobile or stationary (MAPA) devices.

Operator Code	Description	Mobile \ MAPA	DSE Operator Code	Notes
TZ	Telzar Mobile	Mobile	D59	
TE	Azi	MAPA	D25	
PL	Pelephone Mobile	Mobile	D50	
RL	Rami-Levi Mobile	Mobile	D62	
PR	Partner Mobile	Mobile	D54	
PM	Partner MAPA	MAPA	D23	
CL	Cellcom Mobile	Mobile	D52	
CM	Cellcom MAPA	MAPA	D24	
MI	HOT Mobile	Mobile	D53	
HT	HOT MAPA	Mobile	D22	
BZ	Bezeq	Stationary	D20	
BI	Bezeq intenational MAPA	MAPA	D21	
KZ	Smile 012	MAPA	D31	
NV	Netvision	MAPA	D29	
EX	Xfone	MAPA	D28	
ES	Xfone	MAPA	-	
MR	Maraton-Xfone	Mobile	D51	
HI	Hallo 015 International (Hilat)	Mobile	D26	
HL	Hallo 015 MAPA (Hashikma)	MAPA	D30	
CT	Cellact	Mobile	D63	
AY	Cellact	MAPA	D27	

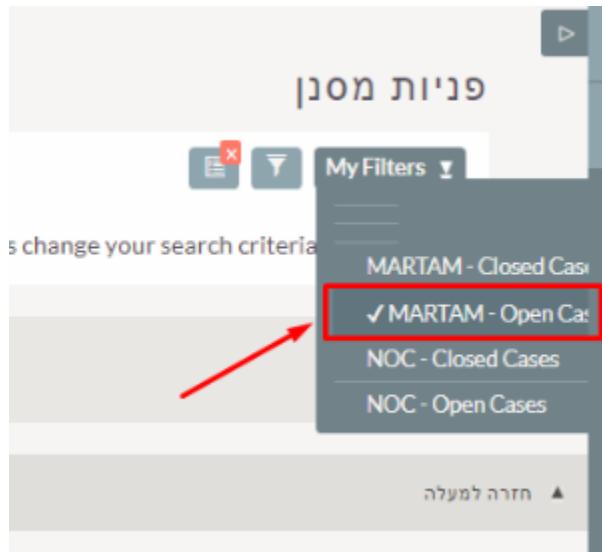
<b>GT</b>	<b>Golan Telcom</b>	<b>Mobile</b>	<b>D58</b>	
<b>KD</b>	<b>Ministry of Defence</b>	-	-	
<b>BN</b>	<b>Bynet</b>	<b>MAPA</b>	<b>D33</b>	
<b>FT</b>	<b>Free Telcom</b>	<b>Mobile</b>	<b>D60</b>	
<b>FL</b>	<b>Free Telcom</b>	<b>MAPA</b>	<b>D32</b>	
<b>LB</b>	<b>Anatel</b>	<b>Mobile</b>	<b>D64</b>	
<b>AN</b>	<b>Anatel</b>	<b>MAPA</b>	<b>D34</b>	
<b>HC</b>	<b>Home Cellular</b>	<b>Mobile</b>	<b>D61</b>	<b>Not in production, all the customers moved to Cellcom</b>

## Hebrew MARTAM Presentation

# Xfone MARTAM Workflow

New email received to Xfone's Outlook folder or sub-folders or if Xfone Technical Support Team just assigned a new ticket to the MARTAM queue in Xfone CRM

⚠ Note that you're using the correct filter in the CRM ⚠



Follow the workflow below:

## Mobility To Xfone - 1

MARTAM Email\Phone call regarding an error with number mobility from any operator to Xfone.

1. Go to [NPG Monitor](#) and use the following guide: [How To | Search For Errors in NPG Monitor](#) according to the customer number.
  - a. If you found an error in the transactions or is the process is stuck more than 10 minutes even without error - jump to the next step (Mobility To Xfone - 2)
  - b. if there is no error go to step 2.
2. Go to [Xfone CRM](#) and check if the the subscription status is **פעיל**.
  - If the status is active it means that this is a false alarm
  - If the status is Not Active jump to the next step below (Mobility To Xfone - 2).

## Mobility From Xfone - 1

MARTAM Email\Phone call regarding an error with number mobility from Xfone to any operator.

1. First search for the customer number in [Xfone CRM](#), and check in the cellular subscription page if the customer is locked for mobility:
  - a. if the customer locked for mobility - First the number is probably Golden number (i.e 051-9999999) For any 051-XXXX-XXX contact Boaz Lowenstein (054-539-9761) and ask him for permission to release the lock, if he answers that you can release the lock you can release it using the following guide: [How To | Release a Customer From a Mobility Lock](#), and then let the other operator to try the mobility process again.
  - b. If the customer isn't locked for mobility - keep on going with the below process.
2. Go to [NPG Monitor](#) and search for errors according to the customer number, use the following guide: [How To | Search For Errors in NPG Monitor](#).
3. According to the error code, act as follow:
  - a. If the error code description is that the operator Technical Support Team should do something such as updating the customer's data or something familiar - Reply to the other operator MARTAM with the steps that they should take.
  - b. If the error isn't related to some steps that the other operator should take - Expand and act as follow:

Send an email TO: [ofer.cohen@billrun.com](mailto:ofer.cohen@billrun.com)

Subject: **ניד נכשל מקספון לפרטנר - נטisha** for example.

**Let them know that the number mobility isn't working from us to X operator (let him know which one) and provide them the following:**

1. Phone number: Technical Support\Field Agent\Auto CRM email Alert will provide you the phone number.
  2. Request ID: Take it from the [NPG Monitor](#) under 'Transactions' TAB in the error line.

NPG Monitor											
Filter											
Request			Transmitter			Queue				Actions	
ID	To No	Request ID	Message Type	Last Recount	Requested Port Time	Ack	Reject Reason	Code	Source	Target	Done
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 22:15:02		Err		MR KO PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 22:15:01		Err		MR HI PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 22:00:03		Err		MR KO HI			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:59:59		Err		MR HI PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:59:53		Err		MR KO PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:59:03		Err		MR HI PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:58:53		Err		MR KO PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:58:03		Err		MR HI PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:55:03		Err		MR KO PR			
2995174	AR00000295174	NPMRSP18021174740001	Publish	2018-02-11 21:55:03		Err		MR HI PR			
2994876	AR00000294876	NPMRSP18021174740001	Publish	2018-02-11 21:15:03		Err		MR KO PR			
2994876	AR00000294876	NPMRSP18021174740001	Publish	2018-02-11 21:15:03		Err		MR HI PR			

- 3. Error Code:** Search for the error code in the following page: [Operators Error Codes](#)

**Mobility To Xfone - 2**

**1st check the error description in the following link: [Operators Error Codes](#)**

- If there is no error and this is only a delay - contact the other operator MARTAM with email (same as below, just expand the link on section 2 and skip the error code part).  
- If the error code description is that Xfone's Technical Support should do something such as updating the customer's data or something familiar - update the CRM ticket and re-assign it to 'Technical Support' team.  
[How To | Document in Xfone's CRM](#)  
[How To | Assign Ticket in Xfone's CRM](#)
  - If the error code description is that something went wrong on the other operator side - Expand and follow the below steps:
    - Send an email TO the other operator MARTAM department- [MARTAM Departments In Israel](#)
    - Use Xfone's MARTAM mail box - [Xfone MARTAM Web Mail](#)

**Let them know that the number mobility isn't working and provide them the following:**

1. Phone number: Technical Support\Field Agent\Auto CRM email Alert will provide you the phone number.
  2. Request ID: Take it from the **NPG Monitor** under 'Transactions' TAB in the error line.

Mobility From Xfone - 2

**Make a phone call follow up to Ofer 30 minutes from the moment you've sent the email**

1. If there is still an error contact Ofer by phone (054-691-8666) - If it will take him another 30 minutes to fix it keep following with him.
  2. If the error is gone or if Ofer already answered that it has been fixed - Check [NPG Monitor](#) to confirm that everything passed and let the other operator know about it by replying to their email from [Xfone MARTAM Web Mail](#).

**NPG Monitor**

Request Id: NPMRPR1802111747240001

From: 2018-02-10 09:39:59 To:

From provider: None To provider: None

Stage: All Status: All

Search

Actions	Request	Transactions	Queue							
	Id	Trx No.	Requested	Message Type	Last Record Update	Requested Port Time	Ack	Reject Reason Code	Source	Target
	299570	MR000000299570	NPMRPR1802111747240001	Putish	2018-02-11 22:10:02		Err		MR	KO
	299571	MR000000299571	NPMRPR1802111747240001	Putish	2018-02-11 22:15:01		Err		MR	KO
	299577	MR000000299577	NPMRPR1802111747240001	Putish	2018-02-11 22:20:01		Err		MR	KO
	299574	MR000000299574	NPMRPR1802111747240001	Putish	2018-02-11 22:25:01		Err		MR	KO
	299575	MR000000299575	NPMRPR1802111747240001	Putish	2018-02-11 22:30:01		Err		MR	KO
	299576	MR000000299576	NPMRPR1802111747240001	Putish	2018-02-11 22:35:01		Err		MR	KO
	299578	MR000000299578	NPMRPR1802111747240001	Putish	2018-02-11 22:40:01		Err		MR	KO
	299579	MR000000299579	NPMRPR1802111747240001	Putish	2018-02-11 22:45:03		Err		MR	KO
	299580	MR000000299580	NPMRPR1802111747240001	Putish	2018-02-11 22:50:03		Err		MR	KO
	299581	MR000000299581	NPMRPR1802111747240001	Putish	2018-02-11 22:55:03		Err		MR	KO
	299582	MR000000299582	NPMRPR1802111747240001	Putish	2018-02-11 23:00:03		Err		MR	KO
	299583	MR000000299583	NPMRPR1802111747240001	Putish	2018-02-11 23:05:03		Err		MR	KO
	299584	MR000000299584	NPMRPR1802111747240001	Putish	2018-02-11 23:10:03		Err		MR	KO
	299585	MR000000299585	NPMRPR1802111747240001	Putish	2018-02-11 23:15:03		Err		MR	KO

**3. Error Code: Search for the error code in the following page: Operators Error Codes**

**⚠ Always update the CRM ticket on any findings or any steps that you did ⚠**

**How To | Document in Xfone's CRM**

Basically the other operator should answer and assist us in up to 30 minutes, if there is no answer in 30 minutes go to the next step below.

**Mobility To Xfone - 3**

Make a phone call follow up 30 minutes from the moment you've sent the email

- If there is still an error contact the other operator team by phone and make another 30 minutes follow up.  
If the operator isn't answering please escalate to Ravit Horoviz - 054-492-5001 - [Ravit.h@018.co.il](mailto:Ravit.h@018.co.il)
- If the error is gone or if they already answered that it has been fixed, go to the next step.

**⚠ Remember to document everything in the CRM ticket!  
See the following guide: How to | Document in Xfone's CRM**

**⚠**

**Mobility To Xfone - 4**

When the other operator told you that it has been fixed or if you provided you any steps that you should do, check in **NPG Monitor** and **Xfone CRM** (Check if the status is 'Active').

**⚠ Document in Xfone CRM ticket and assign the ticket to 'Technical Support' ⚠**

**How To | Document in Xfone's CRM**  
**How To | Assign Ticket in Xfone's CRM**



# MARTAM Cases

07

After all, we're not doing the mobility process ourselves ...

So in any situation where we're asking someone to start a mobility process all over again (another operator or **בכירים - שירות ותמכה**), we must! complete the previous mobility process that we have, if we do not do so the new mobility process will also fail.

- In case you received an error, for example: Chk10, this mobility process will end with the status "Failed" (in the 'Request' column) so there is no need to do anything and you can ask to try the next mobility process (This one should pass correctly).

Actions ▾ Export									
Requests		Transactions		Queue					
Id	Trx No	Request Id	Message Type	Last Record Update	Requested Port Time	Ack	Reject Reason Code	Source	Target
6660156	PR001985874620	NPMRPR180516289280001	Check_response	2018-05-16 16:45:37		Ack00	Chk10	PR	MR
6660123	MR000006660123	NPMRPR180516289280001	Check	2018-05-16 16:45:30	2018-05-16 17:01:00	Ack00		MR	PR

Actions ▾ Export									
Requests		Transactions		Queue					
Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
24628928	NPMRPR180516289280001	0546333223	PR	MR	Check	2018-05-16 16:45:29	2018-05-16 16:45:37		Failed

- In case that you can see "Active" or "Stuck" in the 'Status column' next to an old process, please 'Complete' the process and then ask the other operator or **בכירים - שירות ותמכה** to start the mobility process again.

24629395	NPMRMI180516293950001	0548823384	MI	MR	Request_response	2018-05-16 17:04:00	2018-05-16 17:04:28	2018-05-16 17:19:00	Active
----------	-----------------------	------------	----	----	------------------	---------------------	---------------------	---------------------	--------

Edit

request\_id: NPMRMI180516293950001

phone\_number: 0548823384

to\_number: 0548823384

from\_provider: MI

to\_provider: MR

Last Transaction: Request\_response

creation\_time: 2018-05-16 17:04:00

last\_request\_time: 2018-05-16 17:04:28

transfer\_time: 2018-05-16 17:19:00

Status: Active

port\_type: Complete

flags:

cron\_lock: 0

auto\_check: 1

disconnect\_time:

connect\_time:

Save Cancel

- In any case that you're about to assign a CRM ticket to **הנדסה**, always add the following:

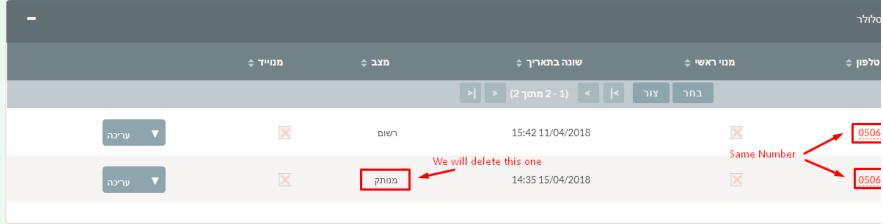
a. What exactly the customer's issue.

b. What was the troubleshooting that **בכירים - שירות ותמכה** and MARTAM done, and what was the results.

c. Everything else that could be relevant.

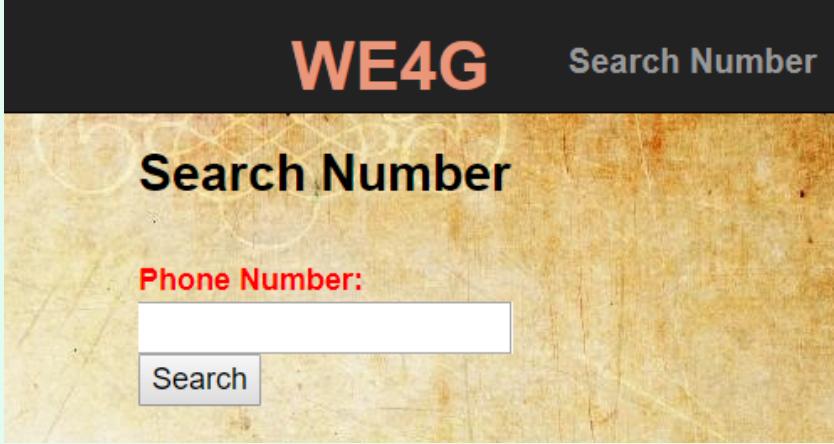
Issue	Explanation & Action
Failure to respond distributions ES / EX	<p>If we receive a E-mail from one of the operators (Cellcom, Partner, etc.) about "not respond distributions", we must respond that the distribution has been updated manually and not as read, no more forwarding to Shimon or Tarek.</p> <p>Only comment on ES / EX MR treated as usual</p>

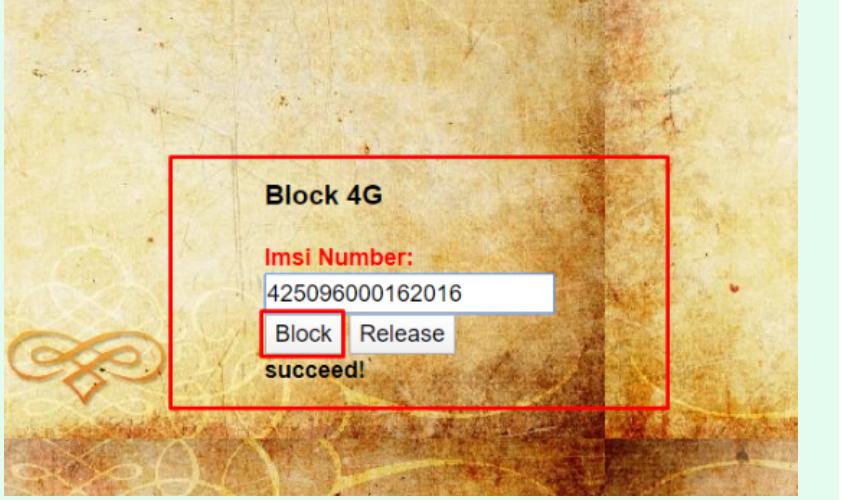
	<p>ES = This is a fictitious Mapa system      EX = Fictitious mobile system      MR = Active mobile system</p>
Activation issues	<p>We shouldn't have issues with SIM activation, if we do we need to check the following below:</p> <ol style="list-style-type: none"> <li>1. Make sure that the client uses his old SIM card to receive the activation SMS.</li> <li>2. If he still didn't get it, <b>בכירים - שירותות ותמייה</b> should send a test SMS from an Xfone number to the client's number (To test for mobility and ownership issues).</li> <li>3. If the customer doesn't get the SMS from Xfone's number, send a query to several providers to check who's holding the customer's number, after check what Xfone's system thinks about that number, if there is a conflict we should contact the other MARTAM and ask them to 'Receive-publish' or we should manually 'Receive-publish'</li> <li>After fixing the mobility issue tell <b>בכירים - שירותות ותמייה</b> to start the mobility process.</li> <li>is still an issue, escalate to <b>הנדסה engineering</b> and explain them all you just did!</li> <li>4. In case that we aware which operator is holding the number, document what test you did and assign the case to '<b>הנדסה engineering</b>'.</li> </ol>
Operator asking you to update\add\remove a star ( * ) number	Go over the following procedure: <a href="#">Star Numbers Procedure</a>
Error during Mobility	Action: Go to <a href="#">Operators Error Codes</a> page, locate the alert code and explain that to the operator. <b>בכירים - שירותות ותמייה</b> .
Operator answer: "A fictitious subscription"	Forward to Pini at <a href="mailto:pini.c@018.co.il">pini.c@018.co.il</a> answers from other MARTAM's and close the ticket at <a href="#">Ticket System</a>
No internet connection issues	<p>This is under <b>בכירים - שירותות ותמייה</b> responsibility, you can pass it to them and use this template:</p> <pre>         ,         ,         ,         .       </pre>
Delay in mobility	<p>When it will happened you won't find any error in the <a href="#">NPG Monitor</a>, and the number mobility is stuck on 'Execute' for more than 10 minutes.</p> <p>Action: Send an email from <a href="#">Xfone MARTAM Web Mail</a> to the other operator and let him know that the number mobility is stuck with no error code.</p>
We4G Customer doesn't receive incoming calls from another operator	<p><b>⚠️</b> Let's give letter to every number, so <b>We4G number = A</b>, <b>Other operator number = B</b> <b>⚠️</b></p> <p>Action: Check the following:</p> <ol style="list-style-type: none"> <li>1. Check who's holding the number <b>B</b> according to other operators using the following guide: <a href="#">How To   Know Which Operator is Holding a Certain Number</a> (BZ = Bezeq should know best mobility info about number B, but try at least 3 operators), or by sending a query using the <a href="#">DSE Tool</a>, which is sending the default to Bezeq..</li> <li>2. When we're certain that one operator holding number <b>B</b> we should send another query to that specific operator using number <b>A</b> - it will let you know who's holding number <b>A</b> according to other specific operator - Use the following guide: <a href="#">How To   Know Which Operator is Holding a Certain Number</a> <ul style="list-style-type: none"> <li>▪ <b>If</b> the other operator thinking that number <b>A</b> is any other operator than We4G, it means that the operator not updated about the mobility process that we had, so we need to manually publish the number <b>A</b> id' so use the following guide: <a href="#">How To   Manually "Publish" a number to a specific operator</a></li> <li>▪ <b>If</b> the other operator know that we4G holding number <b>A</b> we should send an email to the operator and ask them to check what is wrong, maybe one of their systems (not the We4G) not updated that We4G holding the number <b>A</b>.</li> </ul> </li> </ol> <p>If everything above looks fine, check with <b>בכירים - שירותות ותמייה</b> if they check that number in the <a href="#">Blacklist</a> in our customer phone book.</p>

	<p><b>בכירים - שירות ותמכה</b> answering that everything is working correctly in the CRM ticket to <b>engineering</b> and send an email TO: <b>guy.s@018.co.il; david.c@018.co.il</b> via MARTAM Web Mail, let them know about the case number and explain everything you other operators answers in the CRM ticket - <b>add the CRM ticket number to the email</b> !</p>
We4G customer can't call another operator	<p><b>⚠️ Let's give letter to every number, so We4G number = A, Other operator number = B ⚠️</b></p> <p>Action: Check the following:</p> <ol style="list-style-type: none"> <li>1. Check who's holding number B - Send queries using number B to at least three (3) operators. Bezeq should know best most of the time, but try at least 3 operators) - Use the following guide <a href="#">How To   Know Which Operator is Holding a Certain Number</a>, or by sending a query using which is sending a query by default to Bezeq.</li> <li>2. a. Search for number B in the <a href="#">NPG Monitor</a> without providing any date &amp; time (delete time and leave this section empty), and go to the 'Requests' tab. b. Search for the most updated raw according to the 'Creation Time' column. c. If you will check the below example (Expand..) you can see that the last update that have is that GT sent a 'Publish_response' to PL - meaning that our NPG Monitor updated Telephone is the operator that holds this number B.</li> </ol>  <p>d. Check in the <a href="#">DSE Tool</a> if there are any difference between the DSE database and the operator database, a phone conversation cannot be made if the DSE thinks that the wrong operator is holding the subscription.</p> <p>3. Now we need to compare between what our NPG Monitor and the DSE thinks and what the operators are thinking..</p> <ul style="list-style-type: none"> <li>- IF all the other operators thinks different from us, that means that our NPG Monitor is wrong.</li> <li>- We need to ask from the other operator to send us 'Publish' again, if he can't you can receive publish using the following guide: <a href="#">How To   Manual receive "Publish"</a>.</li> <li><b>⚠️</b> IF they don't have the 'Request ID' you won't be able to manually receive publish, create a 'Fake Request ID' using the following guide: <a href="#">How To   Manually receive a "Fake Request"</a>.</li> <li>- IF there is a difference, your should check what the rest of the operators thinks and what holding operator in the DSE Tool to the correct one.</li> </ul> <p>If everything above looks fine, check with <b>בכירים - שירות ותמכה</b> if they check that number in the <a href="#">Blacklist</a> in number B phone book.</p>
No "Execute_Response" from other operator in NPG	Action: receive execute response in NPG.
Duplicates Subscriptions	<p>You will see duplicates subscription numbers in the customer's account under 'Cellular subscriptions' tab.</p> <p>Action: Delete the duplicate subscription <b>⚠️ NOTE: you should NEVER delete an 'ACTIVE' subscription, delete only duplicate subscription with the status 'Disconnected' or 'Registered'</b> <b>⚠️</b></p>  <p>To delete the duplicate subscription you should enter to the subscription number, and press the 'Delete' button on the top of the page.</p>
Exe02	

	<p>The date of carrying out the requested mobilization has passed. Occurs due to a technical problem that we did not send while disconnecting from the abandoned operator.</p> <p>Action: Forward to <b>ביבים - שירותות תומיכת</b> and ask them to start a mobility process again.</p>
Exe04	<p>This error means that the mobility request time was late in more than 5 minutes from the scheduled time, probably synchronized clocks in the other operator side.</p> <p>Action: send an email from <b>Xfone MARTAM Web Mail</b> to the other operator, and let them know about the received error.</p>
Chk01 (Incoming Mobility)	<p>Non-exist subscription.</p> <p>Action: Ask <b>ביבים - שירותות תומיכת</b> if the customer was wrong with the number he gave, because the number doesn't exist.</p> <p>If they're certain that the number is correct, send an email to the other operator that he can forward it to us according to the customer (Because you probably won't be able to send a query about the number to the rest of the operators) and let them know that we received the error.</p> <p>NOTE: In case of an answer from the other operator that this is a Virtual Number, you should let him know that these numbers cannot move between operators.</p>
Chk02 (Outgoing Mobility)	<p>The subscription is offline.</p> <p>Action: Starting a mobility process for a offline subscription is not possible.</p> <p>Forward the ticket to <b>ביבים - שירותות תומיכת</b>, ask them to tell the customer to contact the customer services and tell them that he want to transfer this number to another operator, so we will be able to make him operate again and then we will be able to start a mobility process.</p>
Chk09	<p>If you received the alert we should act as this <b>procedure</b></p>
Chk10 \ Chk25	<p>We will receive this error code probably because the number is a locked subscription (Business number).</p> <p>Action: in any case that you'll receive this error you should contact the other operator, ask them why you received this error.. then forward their answer to <b>ביבים - שירותות תומיכת</b>.</p>
Gen07	<p>This alert means that there is an incorrect message order in the mobility process.</p> <p>Action: send an email to the other operator and let them know that we received the error.</p>
In case of an business Customer under does names:	<p>משוקי הריסילר הם:</p> <ul style="list-style-type: none"> <li>- ארין תקשורת</li> <li>- מנדי טלkom ראשית</li> <li>- מנדי לין סיסטם</li> <li>- אינטראשר טכנולוגיות 2015 בעמ</li> <li>- sbs תקשורת</li> <li>- אנחנו איתך 2015</li> <li>- אנחנו איתך טהה השכירות</li> <li>- תמוז תשומות בעמ</li> <li>- מרדכי אלחרר</li> <li>- סיגורן החלק הטוב בנתיבות בעמ</li> <li>- מותן צ' שירותים</li> </ul> <p>בברכה, צוות בק אופס</p>
הכוון נזדים של משוקק ניתקעים/נכשלים	

	<p>צורם לעשות את הדברים הבאים על מנת שכמות המילים והפניות לא יפריעו לעבודה זאת שלכם:</p> <p>לישוט read Mark as read לכל הפניות הרלוונטיות כדי שלא יפריעו לכם בתיבת המיל.</p> <p>ליצור קשר עם מיר מבק אופיס ולשאול האם ניתן לסגור את הפניות.</p> <p>לפי השגיאה לפנות מרווח עם כל המספרים שנכשלו או נתקעו למפעיל הננטש במיל + מעקב לאחר 15 דקות במידה ולא התקבל מענה.</p> <p>ראו את המדריך הבא כדי למשוך דוח מנויים של משובך:</p> <p><a href="#">How To   Create a customer subscription report</a></p>
	<p>Chk10 - מכל מפעיל - מנוי חסום.</p> <p><b>אין להעביר לمرة"מ המקביל, להעביר רק לבק-אופיס.</b></p> <p>Chk27 - מכל מפעיל - מנוי טוקמן ללא טעינה של 30 ש"ח.</p> <p><b>אין להעביר לمرة"מ המקביל, להעביר רק לבק-אופיס.</b></p> <p>Chk25 - להעביר לمرة"מ המקביל.</p> <p>Gen07 - להעביר לمرة"מ המקביל.</p>
	<p>לסגור בצורה גורפת את כל הפניות הקשורות לאותה מסה של ניידים.</p> <p>להמשיך מעקב מול המפעיל הננטש ולעדק את מיר עד שהניסיינים עוברים או שאומרים לנו אחרת.</p> <p>אחרי השעה 19:00 לשאול את מיר אם המשיך לעדק אותה בטלפון בהמשך הערב או לעדק אותה רק ביום לאחר מכן.</p>
	<p>In case you don't know how to close all the tickets in the CRM:</p> <p><a href="#">How To   Close Multiple Tickets at once</a></p>
A different Operator asks you to Unlock a Golden / Platinum / Silver 051 Number for mobility	<p>1. Check if it's 051 - According to Shimon, we only check 051 golden / platinum / silver numbers.</p> <p>2. If its 051, Use the <a href="#">How to   Check Client Importance</a> guide.</p> <p>3. If the client is Gold / Platinum / Silver You need to send an E-Mail to the responsible team.</p> <p><u>Meaning:</u> If the client is a buissness account, you need to E-Mail "Back Office" and ask them to unlock this number.</p> <p>Otherwise E-Mail "Bchirim".</p>
051 number belong to another operator cannot receive SMS from We4G.	<p>Shimon said that the issue has been handled and 2 floors created:</p> <p>051-2XX-XXXX 051-5XX-XXXX</p> <p>Any number that starts with 0512 / 0515 will now receive SMS from We4G.</p> <p>In case we are getting a complaint that a number does not receive SMS, check DSE before.</p> <p>For other floors, contact Shimon.</p>
A different Operator asks you to Unlock a distributor client for mobility (SBR/Mendi/Arin/and so)	<p>Reply by email back to Operator :</p> 
Palestinian Authority Number Ranges	<p>056-NXX-XXXX = Watnya Mobile (Active in the Palestinian authority)</p> <p>059-NXX-XXXX = Jawal (Active in the Palestinian authority)</p>

	<p>(OA)-2XX-XXXX = Paltel (Active in the Palestinian authority)</p> <p>02,04,08,09, are active call areas in Paltel only.</p>								
Email received from 012 Global regarding customer that doesn't get incoming SMS's.	<ol style="list-style-type: none"> <li>1. An e-mail will be received from Michal (<a href="mailto:Michal@012global.com">Michal@012global.com</a>) or Ofer (<a href="mailto:Ofer@012global.com">Ofer@012global.com</a>) regarding a problem with 012Global customer problem.</li> <li>2. Check the CRM that the client is ours (Will be under the name "Israel Israeli" for now).</li> <li>3. Search for the customer number in the DSE &gt; Search Number (Meaning we will check that number according to our (We4g) database).</li> </ol> 								
	<table border="1"> <thead> <tr> <th>4. Issue</th><th>What to do?</th></tr> </thead> <tbody> <tr> <td>DSE answering D51</td><td> <ul style="list-style-type: none"> <li>■ Modify it to D80.</li> <li>■ Reply by email back to 012 Global and let them know everything should work and ask them to follow up with the customer.</li> <li>■ Forward the email you received from 012 Global to Shimon Ben-Lulu (050-872-1111) - If Shimon isn't available, contact David Cohen (050-239-2394).</li> <li>■ Reply by email back to 012 Global and let them know you're investigating the issue, and that you'll follow up with them with an answer.</li> <li>■ Document the escalations that you've made in the TAC ticket that has been created.</li> <li>■ a. In case that issue solved:           <ul style="list-style-type: none"> <li>- Use the TAC macro 012 Global   Ticket</li> <li>- Reply by email back to 012 Global and let them know everything should work and ask them to follow up with the customer.</li> </ul> </li> <li>■ b. In case that we should wait for work           <ul style="list-style-type: none"> <li>- Use the TAC macro 012 Global   Follow Up</li> <li>- Set a follow up flag for the next business day and keep following the ticket with Shimon until it's solved.</li> </ul> </li> </ul> </td></tr> <tr> <td>DSE answering D80</td><td> <ul style="list-style-type: none"> <li>■ Escalate by phone during working hours to Shimon Ben-Lulu (050-872-1111) - If Shimon isn't available, contact David Cohen (050-239-2394).</li> <li>■ Reply by email back to 012 Global and let them know you're investigating the issue, and that you'll follow up with them with an answer.</li> <li>■ Forward the email you received from 012 Global to Shimon Ben-Lulu (050-872-1111) - If Shimon isn't available, contact David Cohen (050-239-2394).</li> <li>■ Document the escalations that you've made in the TAC ticket that has been created.</li> </ul> </td></tr> <tr> <td>DSE answering anything different from D51 or D80 (Different provider is holding the number)</td><td> <ul style="list-style-type: none"> <li>■ Escalate by phone during working hours to Shimon Ben-Lulu (050-872-1111) - If Shimon isn't available, contact David Cohen (050-239-2394).</li> <li>■ Reply by email back to 012 Global and let them know you're investigating the issue, and that you'll follow up with them with an answer.</li> <li>■ Forward the email you received from 012 Global to Shimon Ben-Lulu (050-872-1111) - If Shimon isn't available, contact David Cohen (050-239-2394).</li> <li>■ Document the escalations that you've made in the TAC ticket that has been created.</li> </ul> </td></tr> </tbody> </table>	4. 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<p><b>Phone call from the Police (Moked 7100) asking you to block subscription from 4G</b>  <b>או בטלים אחרות לרדר אותו להור שלשי</b> ()</p> <p>This case related to MARTAM &amp; NOC so you'll find it also in the NOC cases table.</p>	<ol style="list-style-type: none"> <li>1. Search for the phone number the Moked 7100 provided in the <a href="#">CRM</a></li> <li>2. Scroll down the website and expand the 'SIMS INVENTORY' tab, then take (copy) the</li> </ol>  <ol style="list-style-type: none"> <li>3. Go to DSE paste the IMSI number in the 'Block 4G' section and press on 'Block' - you should see 'Succeed!' message for a successful block, if there is any other message which is not 'Succeed!' - call Motti Smandar (0509651234) 24/7. <ul style="list-style-type: none"> <li>** It might take action in the customer phone (Meaning he will be downgraded from 60 seconds from the moment you pressed on the block button **</li> <li>** In case that you had a successful block but the Moked 7100 personnel telling you passed but they still can't find the customer device - the answer is that the device is in reception **</li> </ul> </li> <li>4. Open a ticket in our TAC TO: <a href="mailto:operations@018.co.il">operations@018.co.il</a>, use the '018   IMSI Block' macro and relevant details.</li> <li>5. When you will be asked to release the block use the same IMSI number and press on 'Release' button - you should see the 'Succeed!' message for a successful release, if there is any other message which is not 'Succeed!' - call Motti Smandar (0509651234) during working hours! <ul style="list-style-type: none"> <li>** It might take action in the customer phone (Meaning he will be upgraded from 3G up to 1 hour from the moment you pressed on the 'Release' button **</li> </ul> </li> </ol>  <p>The Police agent that will talk with you won't be able to assist or provide any details asking you to block the customer from 4G because they're not able to find his location and he will be using 3G.</p> <p><b>This procedure is highly important and should get treated immediately because it may affect people life!</b></p> <ul style="list-style-type: none"> <li>- In order to make sure you're blocking the correct number, ask the Moked 7100 to send you an email\Whatsapp with the relevant number.</li> </ul> <ol style="list-style-type: none"> <li>6. Open a ticket in our TAC TO: <a href="mailto:operations@018.co.il">operations@018.co.il</a> and use the '018   IMSI Release' macro.</li> <li>7. Document everything other than the mandatory macros in the ticket in a professional manner.</li> </ol>	<p>CHK10 &amp; client type is: "Fraud Suspected"</p>

(Other operator request us to remove mobility block)

If an operator (like HOT / Cellcom / Partner) is requesting us to remove a mobility lock or customer type we see: "Fraud Suspected", we need to contact David Mesika to get his approval.

David Mesika: 052-488-7254

טלפון נutzer: 0542291550	טלפון נutzer: 021613476
שם: ג'קי	טלפון חלול: 021613476
כתובת-mail: 598716	כתובת-mail: 598716
כתובת-mail: 4851717	כתובת-mail: 4851717
דואר אלקטרוני: דאר אל-ג'זיר	דואר אלקטרוני: דאר אל-ג'זיר

# MARTAM Departments In Israel

Operator	Operator Code	Phone Number	Email
Smile 012 (Partner)	KZ	074-707-4838 , 072-200-3630	<a href="mailto:partner-IT-NP@partner.co.il">partner-IT-NP@partner.co.il</a> , <a href="mailto:martamk@012.net">martamk@012.net</a>
Partner	PR, PM	074-707-4838 , 054-781-4838	Marten: <a href="mailto:partner-IT-NP@partner.co.il">partner-IT-NP@partner.co.il</a> Asterisk/Star Number: <a href="mailto:it-toran@partner.co.il">it-toran@partner.co.il</a>
Hallo 015	HI \ HL	0795555817, 079-559-9559 ,	Martam: <a href="mailto:Martam@hallo.co.il">Martam@hallo.co.il</a> Noc : <a href="mailto:noc@hallo.co.il">noc@hallo.co.il</a> Asterisks/Star Number: <a href="mailto:015asterisks@hallo.co.il">015asterisks@hallo.co.il</a>
Bynet	BN	0505300672 ( Avi - Martam Bynet )	Martam Bynet: <a href="mailto:engb@bynetb.co.il">engb@bynetb.co.il</a>
Xfone 018	MR	03-925-4496 , 050-872-1000 , 03-7212118 (BackOffice - 0515445511 )	<a href="mailto:noc@018.co.il">noc@018.co.il</a>
Bezeq	BZ	03-955-4144 , 1599-530-303 (Haim Nitzotzi 0506778144) 050-6777154 (David Saadon), 02-5395790 (David Saadon)  Calls & Technical issues (Bakara) 03-9554700	Martam: <a href="mailto:Npg.Support@bezeq.co.il">Npg.Support@bezeq.co.il</a> Asterisk/Star Number: <a href="mailto:asterisk-service@BEZEQINT.CO.IL">asterisk-service@BEZEQINT.CO.IL</a>  David Saadon: <a href="mailto:david.saadon@bezeq.co.il">david.saadon@bezeq.co.il</a>  <a href="mailto:BakaraAr@bezeq.co.il">BakaraAr@bezeq.co.il</a>
Bezeq International	BI	03-920-3058 , 03-920-3079 Extension 2 (Business) 0506014359	<a href="mailto:martambiz@BEZEQINT.CO.IL">martambiz@BEZEQINT.CO.IL</a>
Cellcom	CL \ CM	052-998-6968 (Mobility Support) 052-998-6917 (Password Release & Unlock) 0529985036(Cellcom NOC) (Asterisk/Star Number) 052-475-3698, 052-998-6000, 052-998-6014 , 052-998-6942	Matam: <a href="mailto:cellcom-np@cellcom.co.il">cellcom-np@cellcom.co.il</a> Asterisk/Star Number: <a href="mailto:Asterisks@cellcom.co.il">Asterisks@cellcom.co.il</a>
Netvision (Cellcom)	NV	052-998-6968 , 074-707-7888	<a href="mailto:cellcom-np@cellcom.co.il">cellcom-np@cellcom.co.il</a>
Golan Telecom	GT	058-670-3044, 058-797-7647	<a href="mailto:npg@golantelecom.co.il">npg@golantelecom.co.il</a>  Contact the below ONLY AFTER no answer from MARTAM  <a href="mailto:rleviav@golantelecom.co.il">rleviav@golantelecom.co.il</a> (Ravit- MARTAM manager) <a href="mailto:dlimoy@golantelecom.co.il">dlimoy@golantelecom.co.il</a> (Dror- CTO) <a href="mailto:omost@golantelecom.co.il">omost@golantelecom.co.il</a> (Vice CEO)
Hot	HT	1. 077-7078575 077-707-8699 (Extension 1)	<a href="mailto:martam.Hot@hot.net.il">martam.Hot@hot.net.il</a>
Hot Mobile (MIRC)	MI	053-5777877 Naor 053-7748369 (Meirav) 053-228-2542(Hila) 053-643-8491 (Michael) Marina Jingi (Martam Hot) 053-8982680 Dov Vaisman(escalation) 077-7078448	<a href="mailto:NPSupportM@hotmobile.co.il">NPSupportM@hotmobile.co.il</a>  <a href="mailto:Dov.Vaisman@hot.net.il">Dov.Vaisman@hot.net.il</a>
Telephone	PL	8:00 - 16:00	<a href="mailto:NPG@pelephone.co.il">NPG@pelephone.co.il</a>

		<p>1. 0507078171/51      2. 050-5211669 / 0507079725      Anat (Office) - 0507078151      3. Peri - 0507078171      16:00 - 20:00</p> <p>050-5211669 / 0507079725      (8:00-20:00) Escalation</p> <p>Anat (Personal) - 050-7749686</p> <p>Galit - 050-5953065</p>	
Rami-Levi (Pelephone)	RL	<p>02-9664877</p> <p>050-6789021 - Omer- Escalation</p>	<a href="mailto:NPG@rami-levy.co.il">NPG@rami-levy.co.il</a> <a href="mailto:npg@pelephone.co.il">npg@pelephone.co.il</a> (Send to ALL emails)
Cellact	AY \ CT	09-970-4181	<a href="mailto:support@cellact.com">support@cellact.com</a>
Free Telecom	FT \ FL	077-2285300	<a href="mailto:noc@xzone.com">noc@xzone.com</a>
Telzar	TZ \ TE	055-9768001, 055-9999989(Rami - Martam TL)	<a href="mailto:noc@telzar.co.il">noc@telzar.co.il</a> , <a href="mailto:noc@019mobile.co.il">noc@019mobile.co.il</a>
Anatel	AN \ LB	Avinoam (055-880-5515)	<a href="mailto:martam@annatel.net">martam@annatel.net</a>

Please note, in order to save time, a group was created in order to inquire other operators regarding shadow numbers (Asterisks)

Group name in outlook: Shadow Number Inquiry

# Operator Codes

The Ministry of Communications assigns different operators identification codes, the identification code will be different between numbers associated with mobile or stationary (MAPA) devices.

Operator Code	Description	Mobile \ MAPA	DSE Operator Code	Notes
TZ	Telzar Mobile	Mobile	D59	
TE	Azi	MAPA	D25	
PL	Pelephone Mobile	Mobile	D50	
RL	Rami-Levi Mobile	Mobile	D62	
PR	Partner Mobile	Mobile	D54	
PM	Partner MAPA	MAPA	D23	
CL	Cellcom Mobile	Mobile	D52	
CM	Cellcom MAPA	MAPA	D24	
MI	HOT Mobile	Mobile	D53	
HT	HOT MAPA	Mobile	D22	
BZ	Bezeq	Stationary	D20	
BI	Bezeq intenational MAPA	MAPA	D21	
KZ	Smile 012	MAPA	D31	
NV	Netvision	MAPA	D29	
EX	Xfone	MAPA	D28	
ES	Xfone	MAPA	-	
MR	Maraton-Xfone	Mobile	D51	
HI	Haloo 015 International (Hilat)	Mobile	D26	
HL	Haloo 015 MAPA (Hashikma)	MAPA	D30	
CT	Cellact	Mobile	D63	
AY	Cellact	MAPA	D27	
GT	Golan Telcom	Mobile	D58	
KD	Ministry of Defence	-	-	
BN	Bynet	MAPA	D33	
FT	Free Telcom	Mobile	D60	
FL	Free Telcom	MAPA	D32	
LB	Anatel	Mobile	D64	
AN	Anatel	MAPA	D34	
HC	Home Cellular	Mobile	D61	Not in production, all the customers moved to Cellcom

# Operators Error Codes

First of all remember that every operator might use an error code with a different description, but all the errors that you will get day by day will be almost the same as describe in this report.

**Please see the below PDF file and use CRTL+F to search you specific error code:**

Pre-Paid (Talkman) & Kosher subscriptions

Currently mobility from other networks to Xfone will not work for Pre-Paid (Talkman) & Kosher subscriptions.

Ask the the other operator MARTAM about the error as usual, if they tell you this is the issue You should pass it to

 IT Support

and let them know.

This will usually happen for error Chk09.

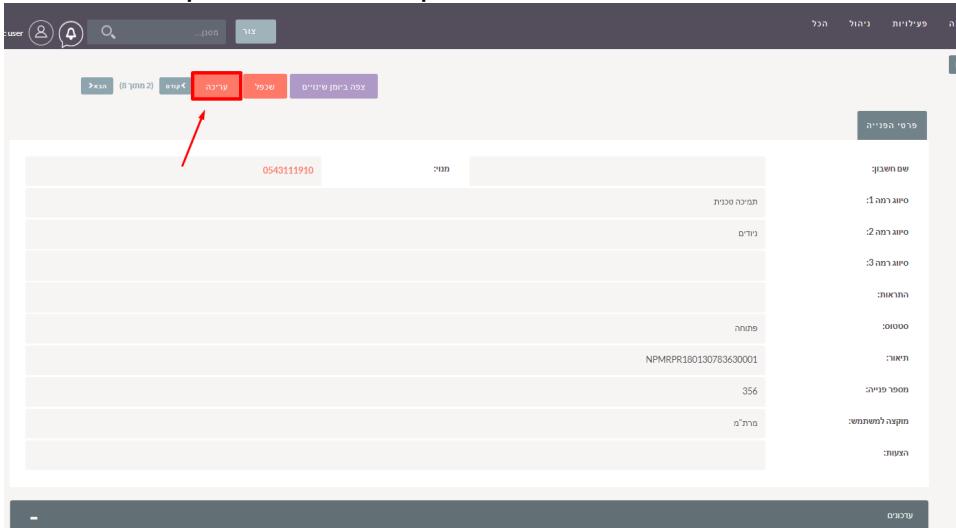


Martam Errors.pdf

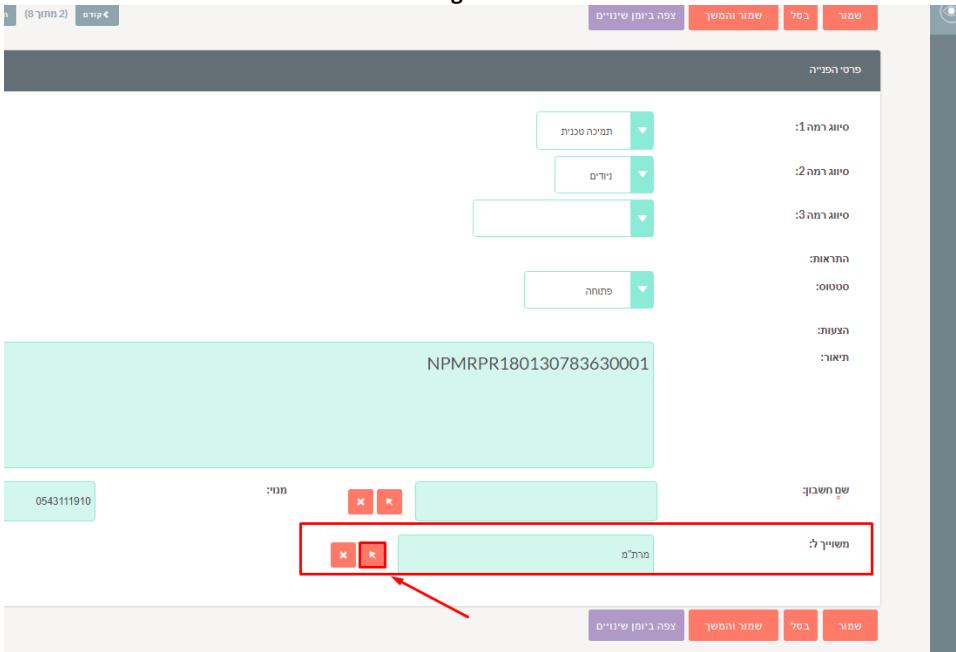
# **How To**

# How To | Assign Ticket in Xfone's CRM

1. In the CRM ticket, press on 'Edit' on the top left corner of the ticket screen



2. Press on the small arrow button next to 'Assigned to' text box



3. A new window will pop-up, in this window you should press on **בכירים - שירות ותמיכה** (This is a temporary queue until Xfone will add the queue 'Technical Support').

היפוך משתמש

שם משתמש	שם משפחה	שם פרטי
<input type="text"/>	<input type="text"/>	<input type="text"/>
קבוצת משתמש	זה אדמיניסטרטור	סמסו
<input type="checkbox"/> פועל <input type="checkbox"/> אחר	<input type="checkbox"/> מחולקה	פעיל <input type="checkbox"/> לא פעיל
טלפון אחר	טלפון	
<input type="text"/>	<input type="text"/>	
דואר אלקטרוני כלשהו		
<input type="button" value="נקה"/>		<input type="button" value="סמסו"/>

משתמשים

	שם פרטי	שם משפחה	טלפון	כתובת	מחלקה	דואר אלקטרוני	אדמין/סדרטור	קבוצת משתמש	שם משתמש	
<input type="checkbox"/>	נעיל								<a href="#">nec</a>	<a href="#">NOC</a>
<input type="checkbox"/>	פעיל								<a href="#">martam</a>	<a href="#">מרטם</a>
<input type="checkbox"/>	פעיל								<a href="#">collectors</a>	<a href="#">טוקן נקי</a>
<input checked="" type="checkbox"/>	פעיל								<a href="#">seniors</a>	<a href="#">בכירים - שירות תומכת</a>
<input type="checkbox"/>	פעיל								<a href="#">sales</a>	<a href="#">טוקן מסחרית</a>

(5 מתוך 5) 1

**4. At the end of the process press on the 'Save' button in the ticket page.**

5. Just until Xfone will add their new queue 'Technical Support', you should send a Whatsapp message to NOC TL for every ticket assignment to **ביבום - שירות לקוחות** queue, make sure that your message has been read by the NOC TL and escalate by phone if not.

# How To | Check If Number Is Locked for Mobility

Sometimes number can be blocked for a mobility between operators, most likely it will be golden numbers and business customers numbers.

Follow the below steps in case that you need to check if number is blocked for mobility:

1. Open 018 CRM, and search for the customer number in the upper search box:

The screenshot shows the SuiteCRM Dashboard with three search results for the phone number 0547842208. Each result card has a red box around the search bar at the top. A red arrow points from the text in step 1 to the search bar in the first result card.

2. Press on the phone number:

The screenshot shows the SuiteCRM search results page with the phone number 0547842208 selected. A red box highlights the number in the search results list, and a red arrow points from the text in step 2 to the selected number.

3. Check if the Mobility Lock is marked:

The screenshot shows the SuiteCRM contact details page for the number 0547842208. A red box highlights the 'Mobility Lock' checkbox in the contact information section, and a red arrow points from the text in step 3 to this checkbox.

4. In case that the number is locked, escalate to the contact person for such cases on 018 side and ask for permission to remove the lock mark.

# How To | Document in Xfone's CRM

- Take the customer phone number and search for it in the search bar at the top left corner of [Xfone CRM webpage](#).

נייד נתקע

<do\_not\_reply@018.co.il> אקספונ 018

If there are problems with how this message is displayed, click here to view it in web browser.

Sent: Sun 2/11/2018 6:30 PM

To: Boaz.l@018.co.il; ofer.cohen@billrun.com; shlomit.f@018.co.il; tamir@018.co.il; yonatan.r@billrun.com; oasiscoc@gmail.com; Oasis NOC

1. Copy

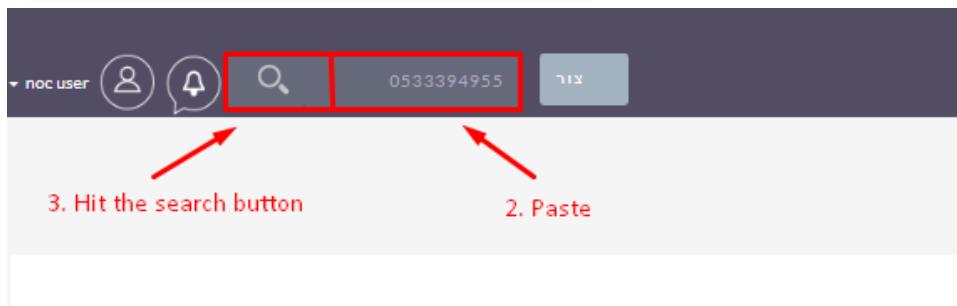
נייד מס' 0533394955 נתקע

מחנה פוד: NPMRPR180211747240001

מצב פוד: process\_stuck

חסובן/מודול אחר

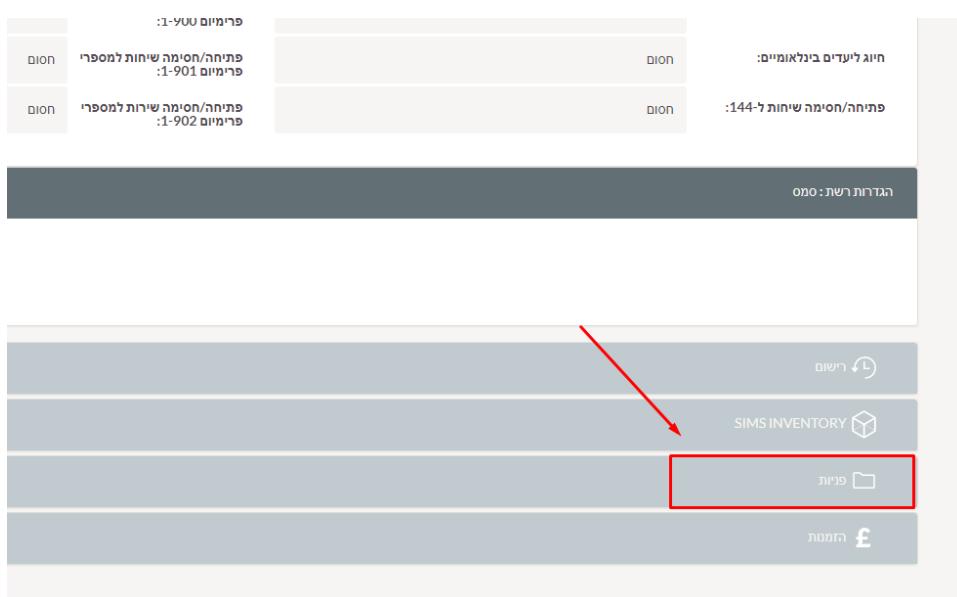
מפעיל ננטש: פרטנר סלולר



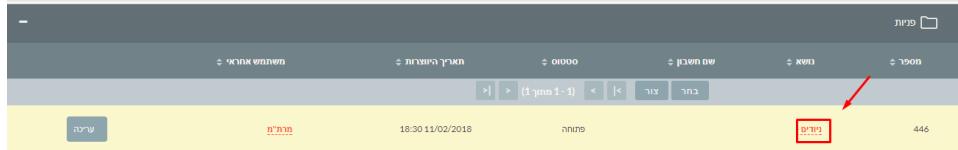
- Choose the line with the newest Update Date, if there are several at the exact same time, choose one of them.

Search Score	תאריך עדכון אחרון	מספר סדרה	פרטי לקוח	הו	הו
100.00	05/02/2018 15:28		15:27/05/02/2018 arbivreut@gmail.com    005289780    0533394955    זכר 9722		
90.28	11/02/2018 18:31		15:28/04/02/2018 GB_PLAN   activated_80_3    28/31.11/02/2018    1   גבר 9722		
90.28	11/02/2018 18:31		15:28/05/02/2018 GB_PLAN   activated_80_3    28/31.11/02/2018    1   גבר 9722		
90.28	11/02/2018 18:31		15:28/06/02/2018 GB_PLAN   activated_80_3    28/31.11/02/2018    1   גבר 9722		

- Scroll down with your mouse and press on



- Press on the ticket subject, and it will open the ticket



5. Add your free text in the **שרשור עדכונים לפניה**, and updates that has been added from Technical Support Team will be also in this area.

Customer phone number: 0533394955

Customer Name: מתיו גוטמן

Status: מזהה

Issue description (Shouldn't be the request ID from NPG Monitor, they should add the ticket description in here): NPMPR18021174724001

Here you can see the ticket status: **מזהה**

Add your free text updates in Hebrew! here

# How To | Restart a Mobility Process

Most of the times you won't need to do the whole process, you might have to do only step one (1) to cancel the current number mobility, and then you will have to re-assign the ticket to Technical Support and let them re-arrange a new number mobility with the customer.

1. First of all we will have to cancel the current process by searching the number in the **NPG Monitor**, then go to Request Tab and press on the ID number (in the below picture you can see 2 lines but in reality you'll see only one line in Stuck status).

NPG Monitor

The screenshot shows the NPG Monitor interface with the 'Requests' tab selected. There are two entries in the list:

Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
23842288	NPMRMI18021842288001	0532207094	MI	MR	Publish	2018-02-18 19:24:53	2018-02-18 19:37:01	2018-02-18 19:36:01	Active
23839650	NPMRMI180218396500001	0532207094	MI	MR	Execute	2018-02-18 17:28:45	2018-02-18 19:22:16	2018-02-18 17:40:00	Failed

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2. Change the status to Failed

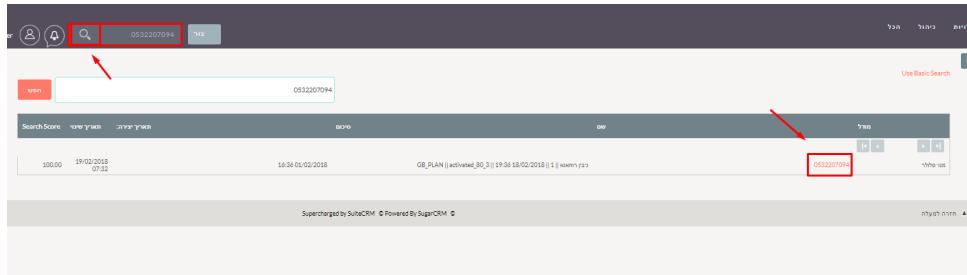
Edit

The screenshot shows the 'Edit' form for a request. The 'Status' field is currently set to 'Failed'. Other fields include:

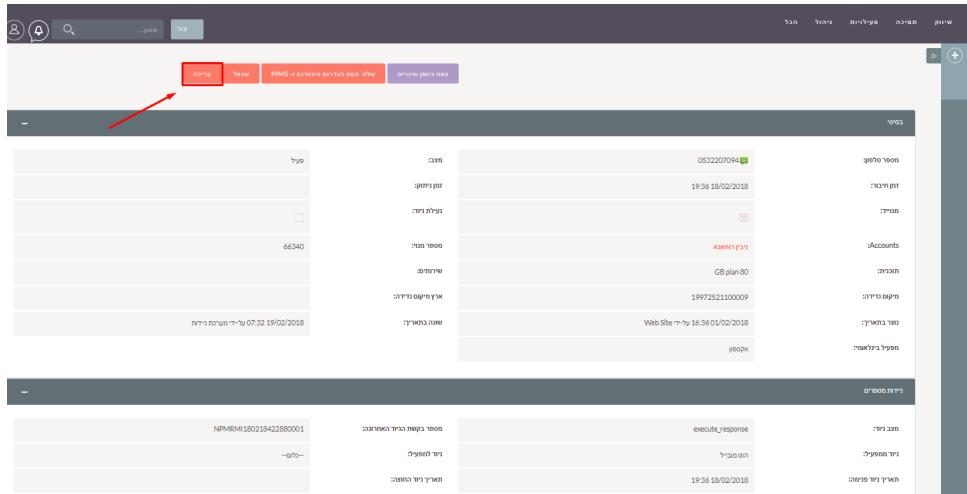
request_id	NPMRMI180218396500001
phone_number	0532207094
to_number	0532207094
from_provider	MI
to_provider	MR
Last Transaction	Execute
creation_time	2018-02-18 17:28:45
last_request_time	2018-02-18 19:22:16
transfer_time	2018-02-18 17:40:00
Status	Failed
port_type	Active
flags	Failed
cron_lock	Stuck
auto_check	1
disconnect_time	
connect_time	2018-02-18 19:22:16

Save Cancel

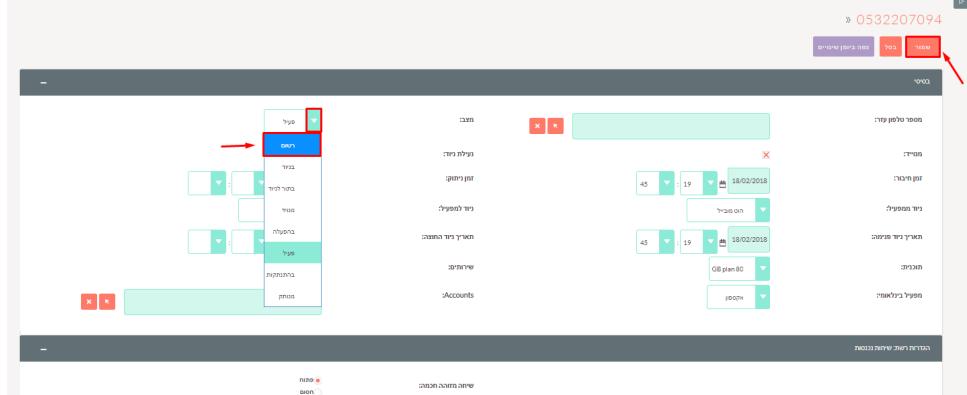
3. Go to **Xfone CRM** and to the Customer Card by searching the customer number with the search bar and then pressing on the customer mobile number:



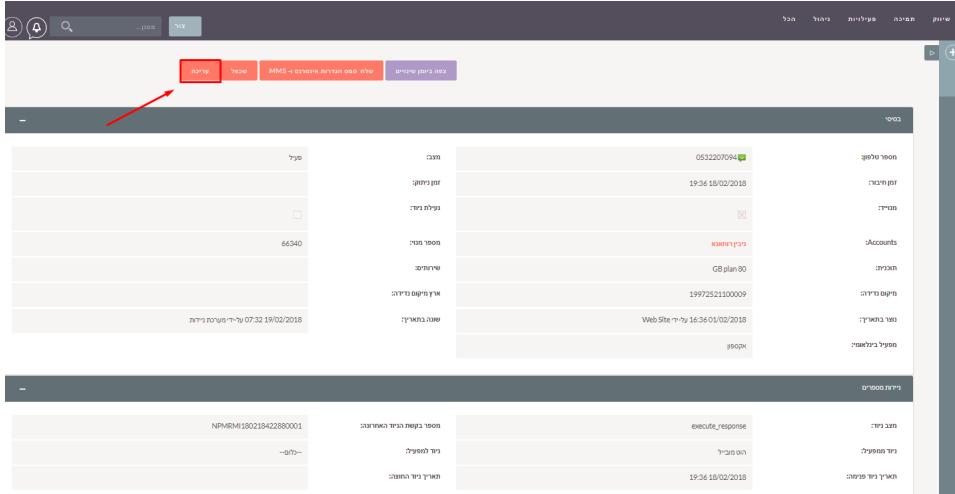
**4. In the Customer Card press on Edit.**



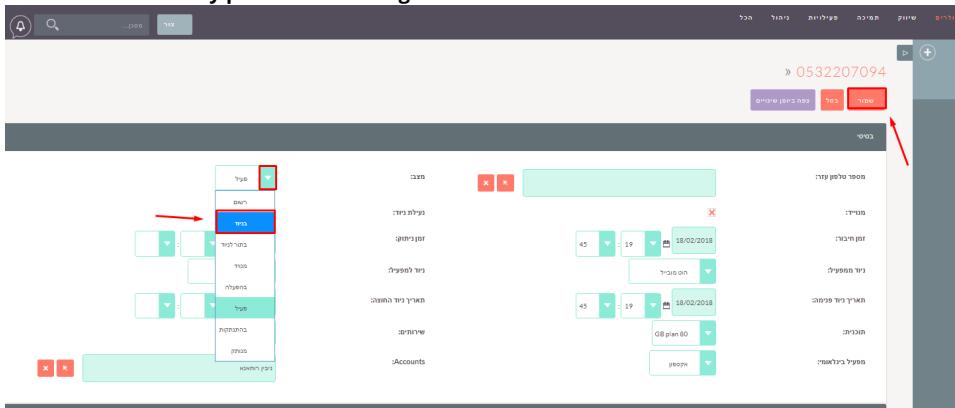
**5. Press on the green arrow in the Status line, and choose **רשות** from the drop down list, and then end hit the save button.**



**6. Go to Edit again (Same as step 3).**



7. Press on the green arrow in the Status line, and choose **בצעו** from the drop down list, and then end hit the save button, it will start the mobility process all over again.

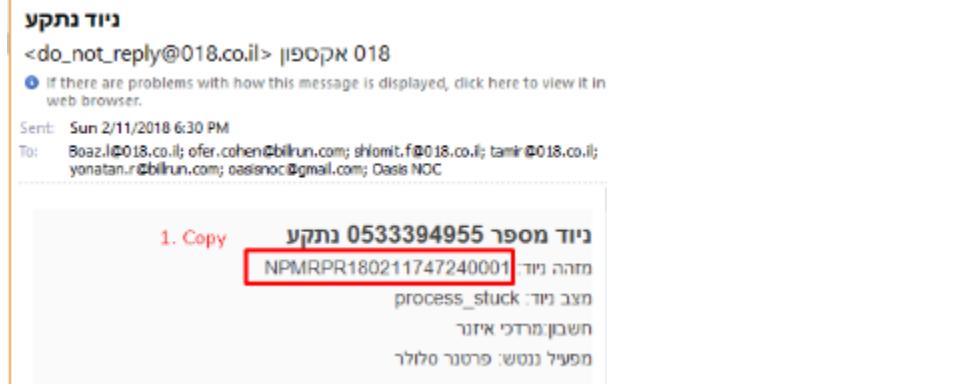


8. Go to **NPG Monitor** in the Transactions Tab and check that the mobility process started again.

3127216	MI000692571004	NPMRM180218422880001	Execute_response	2018-02-18 19:36:53		Ack00		MI	MR	
3127189	MR000003127189	NPMRM180218422880001	Execute	2018-02-18 19:36:01		Ack00		MR	MI	
3126682	MR000003126682	NPMRM180218422880001	KD_update	2018-02-18 19:25:10		Err		MR	KD	
3126681	MI000692553039	NPMRM180218422880001	Request_response	2018-02-18 19:25:09		Ack00		MI	MR	
3126680	MR000003126680	NPMRM180218422880001	Request	2018-02-18 19:25:06	2018-02-18 19:36:01	Ack00		MR	MI	
3126675	MI000692552791	NPMRM180218422880001	Check_response	2018-02-18 19:25:02		Ack00		MI	MR	
3126661	MR000003126666	NPMRM180218422880001	Check	2018-02-18 19:24:54	2018-02-18 17:45:00	Ack00		MR	MI	
3126597	MI000692549863	NPMRM180218396500001	Execute_response	2018-02-18 19:22:16		Ack00	Gen07	MI	MR	
3126595	MR000003126596	NPMRM180218396500001	Execute	2018-02-18 19:22:15		Ack00		MR	MI	
3121270	MI000692114020	NPMRM180218396500001	Execute_response	2018-02-18 17:40:05		Ack00	Exe04	MI	MR	
3121267	MR000003121267	NPMRM180218396500001	Execute	2018-02-18 17:40:01		Ack00		MR	MI	
3120669	MR000003120669	NPMRM180218396500001	KD_update	2018-02-18 17:29:04		Err		MR	KD	
3120668	MI000692073431	NPMRM180218396500001	Request_response	2018-02-18 17:29:03		Ack00		MI	MR	
3120667	MR000003120667	NPMRM180218396500001	Request	2018-02-18 17:28:59	2018-02-18 17:40:00	Ack00		MR	MI	
3120666	MI000692072669	NPMRM180218396500001	Check_response	2018-02-18 17:28:54		Ack00		MI	MR	
3120651	MR000003120651	NPMRM180218396500001	Check	2018-02-18 17:28:46	2018-02-18 17:40:00	Ack00		MR	MI	

# How To | Search For Mobility Errors in NPG Monitor

1. Go to [NPG Monitor](#) using the credentials from Xfone Passwords page.
2. Copy the [מזהה נטול](#) from your email alert and paste it in the Request ID section, then hit the search button.



## NPG Monitor

Filter

Request Id:  2. Paste

From: 2018-02-10 20:10:30

To provider: None

Stage: All

Status: All

3. Hit the 'Search' button

3. Choose 'Transactions' tab.

## NPG Monitor

Filter

Request Id:  Phone:

From: 2018-02-10 20:10:30  To:

From provider: None To provider: None

Stage: All Status: All

Requests  Queue

ID	Trx No	Request Id	Message Type	Last Record Update	Requested Port Time	Ack	Rej
2992722	MR000002992722	NPMRPR180211747240001	Publish	2018-02-11 20:00:03		Err	
2992719	MR000002992719	NPMRPR180211747240001	Publish	2018-02-11 20:00:02		Err	
2992333	MR000002992333	NPMRPR180211747240001	Publish	2018-02-11 19:45:03		Err	

4. Scroll down to the bottom of the table and check if there is an error in the 'Ack' Column:

Ack00 = **Passed**

Err = Error but! see below known errors:

- Error related to KD Update \ KD Publish \ HI Publish are known and you should ignore them!

KD_update	2018-02-11 18:13:00		Err		MR	KD	
Publish	2018-02-11 18:33:09		Err		MR	HI	PR
Publish	2018-02-11 18:33:10		Err		MR	KD	PR

For any other error that isn't listed above you should go to [Operators Error Codes](#) page and search what is the error reason,

then..

- If the reason is something that Technical Support should fix such as "User information need to be updated" for example, go to [Xfone CRM](#), add an update in the CRM ticket and assign it to 'Technical Support' according to the following guides: [How To | Document in Xfone CRM & How To | Assign Ticket in Xfone CRM](#).
- If the reason is related to some error on the other operator side, open a ticket in our TAC (Kayako) and ask the other operator what happened and ask him to assist.

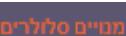
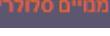
# How To | Release a Customer From a Mobility Lock

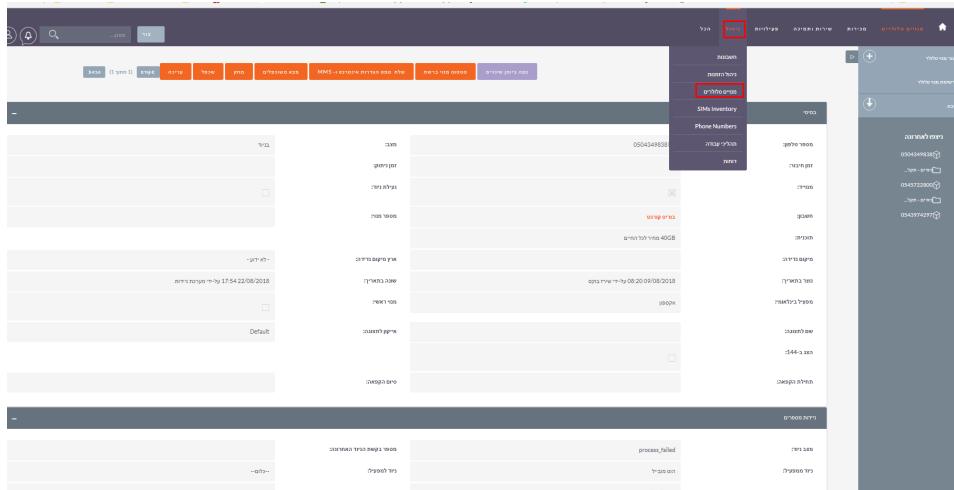
REMEMBER: Before releasing A number:

- For We4G's numbers ONLY (starts with 051) you must check the client importance first. If the number is registered as Gold or Platinum level, you must get confirmation from Shimon Ben Lulu (050-872-1111) to release the number. If he says we can release the number and it is **NOT a marketer**, then we will release the number from mobility lock and inform the other operator to try the mobility process again. If the number is a marketer, we will perform the procedure as listed below.

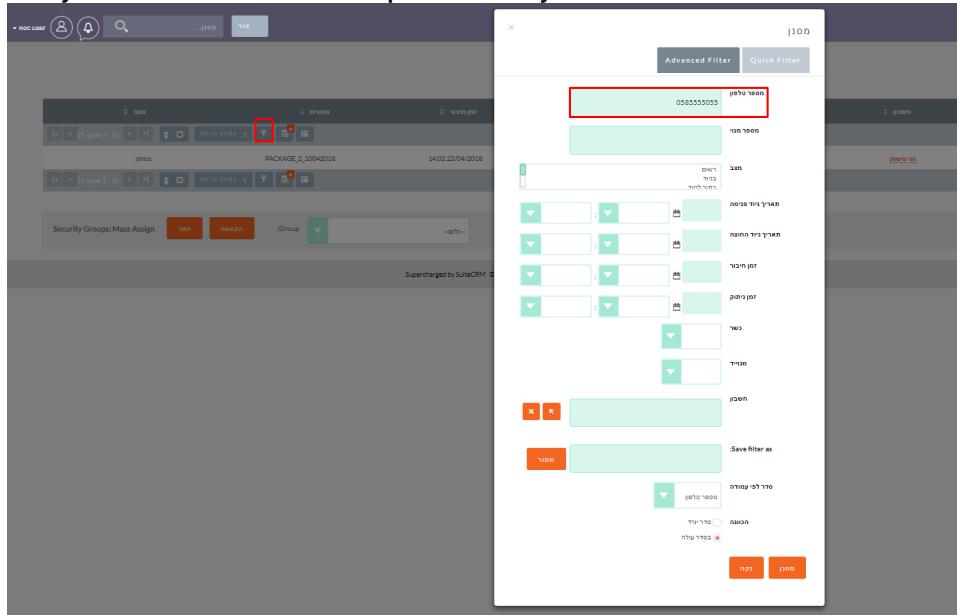
- For All operators numbers (Including Xfone's) check the following:

1. IF this is a number which is **NOT** We4G's number you can release it to mobility without any permission.
2. IF this is a Marketer ( ) - You should answer that the customer should contact his account manager\contact person at We4G to release the mobility lock.  
How to check if the number related to a marketer?
  1. Go to the customer number

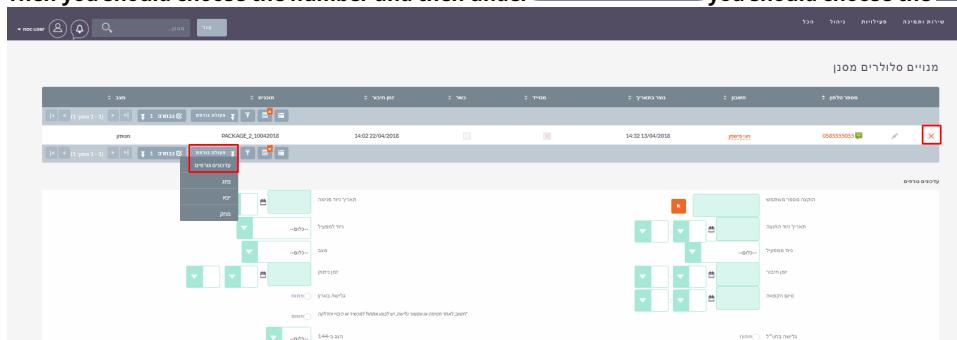
1. You should go to " " and under it you will find  as you can see in the screenshot below:



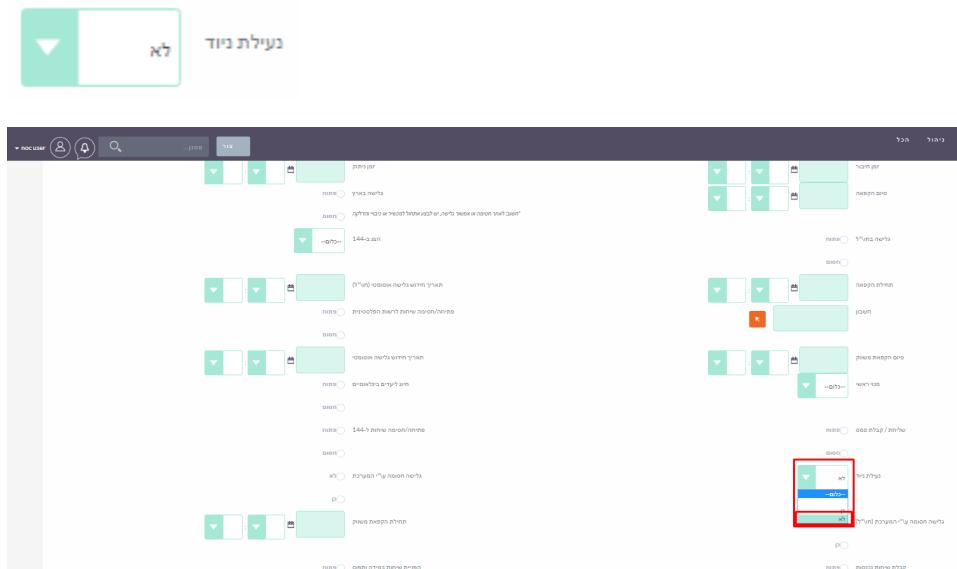
**2. Then you should Filter and search the phone number you want:**



**3. Then you should choose the number and then under you should choose the**



**4. To release the lock, You should scroll down to see Then you should choose**



**Remember: You must get Adva Ben-Yehuda (054-461-1998) permission before releasing Businesses customer lock!**

**5. Then you should save and the Mobility lock will be removed:**

The screenshot shows a web interface for managing security groups. At the top, there's a navigation bar with various links like 'Not secure | 10.22.2.10/index.php/module=SUBS\_Mobile&action=index', 'Apps', 'NOC Startup', 'NOC Clients', 'Personal Bookmarks', 'DRP', 'UAV API', 'Oasis Web Mail', 'vSphere Web Client', 'Passwords', 'Storage Access Basic', 'Rockland MPOD UAV', 'Free Training Courses', 'All Labs - GNS3 Vault', and 'Others'. Below the navigation is a search bar and a user selection dropdown.

The main content area displays a table of security groups. Each row contains a checkbox, the group name, and a list of users assigned to it. The columns are labeled 'Name' and 'Users'. The table includes rows for:

- name\_ 144-h-aveng-reporting
- name\_ a1
- name\_ a2
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# How To | Know Which Operator is Holding a Certain Number

To know which operator is holding a certain number we will need to send a query to the largest operators because they have the greatest chance of being updated on who holds the number.

To send the query please act as follow:

1. a. Go to 'Manual' tab.
- b. Choose 'Inquire\_number' from the message drop down list.
- c. After that write the Number that you're looking for.
- d. Choose the Operator that you would like to ask "Who's holding that number?", you will have to choose the operator by his operator code and not his full name, like in the picture below: PL = Telephone.
- e. Press on 'Send'.

The screenshot shows a 'Send Message' form with the following fields and their corresponding labels:

- Message \***: Inquire\_number (labeled b)
- Phone number \***: 0549020898 (labeled c)
- To Phone number**: (empty field)
- Request Id**: (empty field)
- Port Time**: 2018-03-06 09:51:47
- To \***: PL (labeled d)
- Date and Time**: 2018-03-06T09:36:47
- Send** button (labeled e)

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2. You will receive a 'Request sent' approval.

## Send Message

Request sent

3. a. Go to 'Monitor' tab.
- b. Add the number to the 'Phone' section.

c. Move to the below 'Requests' tab.

d. Press on the bold number in the 'Id' column in the relevant line (The line that shows an answer from PL to MR - Telephone to Maraton in this example).

The screenshot shows the NPG Monitor interface with the 'Monitor' tab selected. The search bar contains '0549020898'. The 'Requests' tab is highlighted. A red box labeled 'd' points to the 'Id' column of the first row in the table, which contains the value '23971702'. A red arrow points to this value.

Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
23971702	NPMRPL180306717020001	0549020898	PL	MR	Inquire_number_response	2018-03-06 09:53:02	2018-03-06 09:53:04		Complete

4. In the Edit page you will see who is the holder of the number in the 'Flags' line (`{"inquire": "MR"}` = meaning that Maraton is holding the number).

# Edit

request_id	NPMRPL180306717020001
phone_number	0549020898
to_number	0549020898
from_provider	PL
to_provider	MR
Last Transaction	Inquire_number_response ▾
creation_time	2018-03-06 09:53:02
last_request_time	2018-03-06 09:53:04
transfer_time	
Status	Complete ▾
port_type	IN
flags	{"inquire": "MR"} 
cron_lock	0
auto_check	0
disconnect_time	
connect_time	

Save Cancel

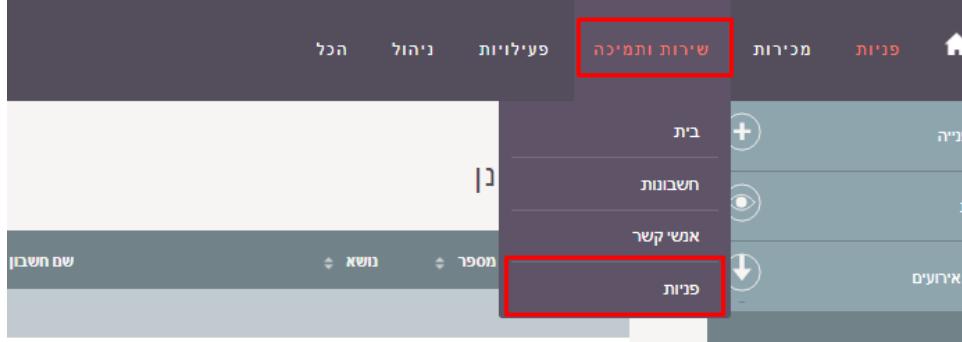
5. Repeat the above steps for at least one more large operator just to be sure that they're updated with the same information.

6. You're not able to send a query to yourself from the NPG Monitor, if you want to ask Xfone's mobility system who we think that holds a subscription, use the following guide: [How To | Use send Queries to the DSE's](#)

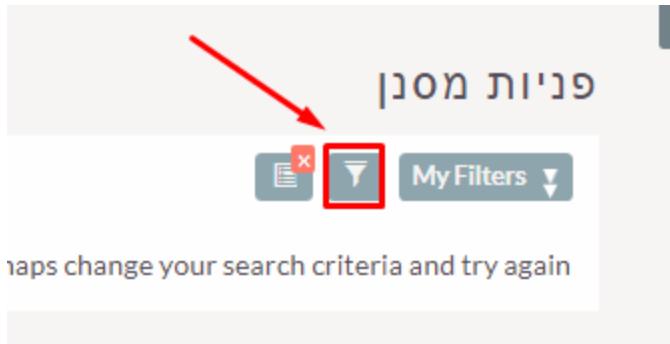
# How To | Create a Favorite Filters in Xfone's CRM

In order to have a favorite filters of tickets in Xfone's CRM, please act as follow:

1. Go to **שירותות ותמיכה** and choose **פניות** from the drop down list.



2. Press on the Filter button

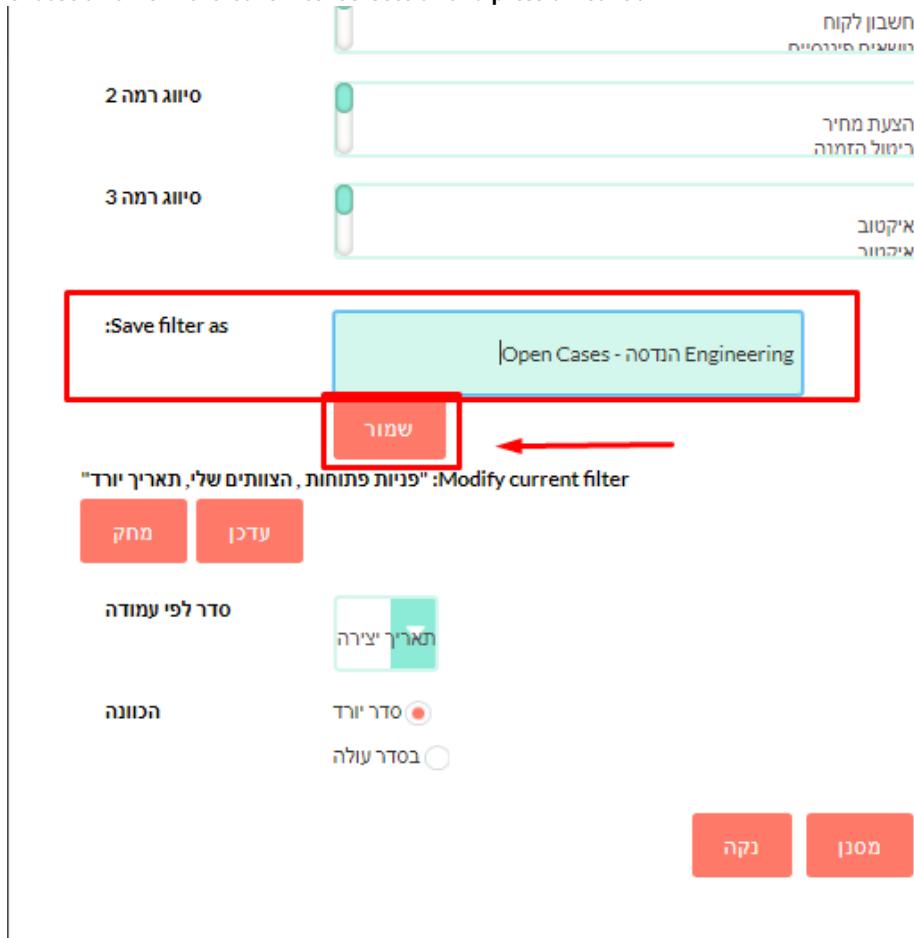


3. Choose 'Advance Filter' tab, then choose your desired criteria, as you can see in the example below.

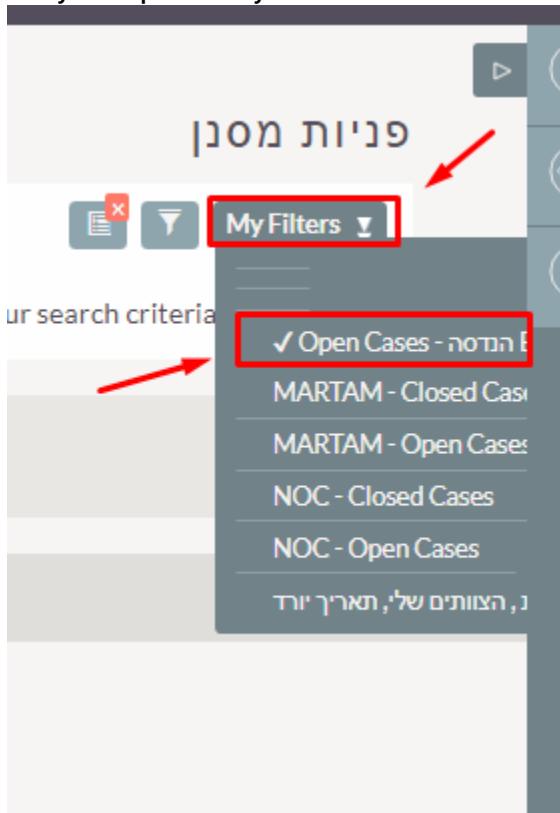
The screenshot shows a user interface for filtering data. At the top, there are two tabs: 'Advanced Filter' (highlighted with a red border) and 'Quick Filter'. Below the tabs, there are several filter categories, each with a dropdown menu or a list of options:

- מזהר**: An empty green dropdown box.
- נושא**: An empty green dropdown box.
- שם חשבון**: A dropdown menu with a cursor icon pointing to the first item: 'פומח'.
- אנו**: A dropdown menu with items: 'אדמין/יסטרציה', 'මוצר', and 'משדר/השען'.
- מצב**: A dropdown menu with items: 'פתוח' and 'סגור'.
- סיסטום**: A dropdown menu with items: 'פומח', 'באחריות', 'פונטחה קשור ראשוני', 'ມມຕົນລາຄສອບ/ຫສຮາ', 'ຝັ້ງທະນາຄານ ລົບບົກ', 'ຝັ້ງທະນາຄານ ລົບໄຊ', and 'ຝັ້ງທະນາຄານ ລົບໄຊ'.
- ໂຄສະໜາລ໌ມ່ວນ**: A dropdown menu with items: 'Administrator', 'engineering', 'NOC', 'winback', 'ບົດຍິນ - ສ່ວນຕະນະມີມີ', and 'ມູນຄົດ ດັບຕົກ'.
- עדיפות**: A dropdown menu with items: 'ຈະບວນ' and 'ຮຽຫວີ'.
- ສໍາອັກຮມາ 1**: A dropdown menu with items: 'ມີມີ', 'ທະບຽນ ລົບຄູ່', and 'ມືອງເຊີຍຕົວອະທິພາບ'.
- ສໍາອັກຮມາ 2**: A dropdown menu with items: 'ຮັບຜູ້ອະນຸຍາຍ' and 'ຮັບຜູ້ອະນຸຍາຍ'.
- ສໍາອັກຮມາ 3**: A dropdown menu with items: 'ອັນດັບ' and 'ອັນດັບ'.

4. Choose a name in the 'Save filter as' section and press on 'Save'.



5. Now you can press on 'My Filters' and choose the filter that you would like to watch.





# How To | Manually "Publish" a number to a specific operator

In case that you have to manually..

1. Search for the number in the monitor tab, remember to choose a longer time frame until you'll see a "Publish" line in the Requests tab

The screenshot shows the NPG Monitor interface with the 'Monitor' tab selected. The search filters are set to 'Phone: 0546463621' and 'From: 2018-01-01 12:32:20'. The table below shows three rows of data, with the fourth row highlighted by a red box and labeled '4 Publish'.

Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
24152677	NPMRBZ180328526770001	0546463621	BZ	MR	Inquire_number_response	2018-03-28 12:28:42	2018-03-28 12:28:44		Complete
24152671	NPMRBI180328526710001	0546463621	BI	MR	Inquire_number_response	2018-03-28 12:27:51	2018-03-28 12:27:53		Complete
23873856	NPMRGT180222736470001	0546463621	GT	MR	4 Publish	2018-02-22 08:37:02	2018-02-22 08:49:01	2018-02-22 08:48:02	Active

2. Mark the "Publish" line in the ID column

The screenshot shows the same NPG Monitor interface as the previous one, but with a red arrow pointing to the checked checkbox in the 'Id' column of the fourth row. This indicates that the 'Publish' action has been selected.

Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
24152677	NPMRBZ180328526770001	0546463621	BZ	MR	Inquire_number_response	2018-03-28 12:28:42	2018-03-28 12:28:44		Complete
24152671	NPMRBI180328526710001	0546463621	BI	MR	Inquire_number_response	2018-03-28 12:27:51	2018-03-28 12:27:53		Complete
23873856	NPMRGT180222736470001	0546463621	GT	MR	4 Publish	2018-02-22 08:37:02	2018-02-22 08:49:01	2018-02-22 08:48:02	Active

**3. Press on the button, and choose Publish**

The screenshot shows the NPG Monitor interface with a list of transactions. A checkbox next to row ID 23873856 is checked. A context menu is open over this row, with the 'Publish' option highlighted and numbered 3.

Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
24152677	NPMRBZ180328526770001	0546463621	BZ	MR	Inquire_number_response	2018-03-28 12:28:42	2018-03-28 12:28:44		
24152671	NPMRBI180328526710001	0546463621	BI	MR	Inquire_number_response	2018-03-28 12:27:51	2018-03-28 12:27:53		
<input checked="" type="checkbox"/> 1 23873856	NPMRGT180222736470001	0546463621	GT	MR	Publish	2018-02-22 08:37:02	2018-02-22 08:49:01	2018-02-22 08:48:02	Active

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**4. A new window will pop up, choose the relevant operator that you would like to send him the Publish and press on confirm**

The screenshot shows the NPG Monitor interface with a 'Confirm action' dialog box. A dropdown menu for 'Provider' is open, showing options like BI, PL, PR, etc., with BI selected and numbered 1. The 'Confirm' button is highlighted and numbered 2.

Please confirm publish for the following processes:

Id	Request Id	Phone Number	Range	Last Transaction	Transfer Time
23873856	NPMRGT180222736470001	0546463621	undefined	Publish	2018-02-22 08:48:02

If you would like to send to specific provider fill the next field (no matter if we receive reply or not).

Provider: BI

If this field will be sent even if provider did not reply with publish response

Cancel Confirm

5. As a confirmation you should go to Monitor tab, search for the number again, and you will see that there are 2 new lines (Publish & Publish response) on the date and time that you made the manual Publish

The screenshot shows the NPG Monitor application. At the top, there is a navigation bar with links: we4G, Monitor (which is highlighted with a red box), Manual, Admin, and Logout. Below the navigation bar is the title "NPG Monitor". Underneath the title is a "Filter" section with several input fields: Request Id, From (date: 2018-01-01 12:32:20), To provider (None), Stage (All), Status (All), and a "Phone" field containing "0546463621" which is also highlighted with a red box. There is a "Search" button below the filter. Below the filter is a table with the following columns: Requests, Transactions, Queue, Actions, and Export. The main area displays a table of search results:

ID	Trx No	Request Id	Message Type	Last Record Update	Requested Port Time	Ack	Reject Reason Code	Source	Target	Donor
3790096	BI000023708674	NPMRGTT180222736470001	Publish_response	2018-03-28 12:43:28		Ack00		BI	MR	
3790095	MR000003790095	NPMRGTT180222736470001	Publish	2018-03-28 12:43:25	3	Ack00		MR	BI	GT
3789694	BZ000496675117	NPMRBZ180328526770001	Inquire_number_response	2018-03-28 12:28:44		Ack07		BZ	MR	
3789693	MR000003789693	NPMRBZ180328526770001	Inquire_number	2018-03-28 12:28:43		Ack00		MR	BZ	
3789682	BI000023708400	NPMRBI180328526710001	Inquire_number_response	2018-03-28 12:27:53		Ack07		BI	MR	
3789681	MR000003789681	NPMRBI180328526710001	Inquire_number	2018-03-28 12:27:52		Ack00		MR	BI	
3230464	NV000181958879	NPMRGTT180222736470001	Publish_response	2018-02-22 19:56:41		Ack00		NV	MR	

# How To | Manual receive "Publish"

Once in a while, when Xfone mobility system isn't updated with the latest publishes regarding a subscription, we will have to manually receive them.

To do so, please work as follow:

1. Go to **NPG Monitor** using the credentials from the **Passwords** page.

2. On 'Monitor'(1) page, press on the 'Actions' button(2), and choose 'Receive Publish'(3)

The screenshot shows the 'NPG Monitor' interface with the 'Monitor' tab selected. Below the header, there's a search bar and filter options for Request Id, Phone, From, To, From provider, To provider, Stage, and Status. The main area displays a table of requests with columns: Id, Request Id, Phone, From, To, Last Transaction, Creation Time, Last Record Update, Trx, and Status. An 'Actions' dropdown menu is open over the second row, containing options like 'Update', 'Send Execute', 'Receive Execute', 'Receive Execute Response', 'Publish', and 'Receive Publish'. The 'Receive Publish' option is highlighted with a red box and a red number '3'.

Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Trx	Status
24381617	NPMICL180426176870001	0524559354	CL	MI	Publish_response	2018-04-26 16:50:51	2018-04-26 16:50:51	201	In Progress
24381616	NPMIPL180426176900001	0525104495	PL	MI	Publish_response	2018-04-26 16:50:51	2018-04-26 16:50:51	201	In Progress
24381615	NPPRCL180426161650001	0527640683	CL	PR	Publish_response	2018-04-26 16:50:48	2018-04-26 16:50:49	2018-04-26 16:49:13	Complete
24381614	NPPRCL180426159240001	0546497181	CL	PR	Publish_response	2018-04-26 16:50:48	2018-04-26 16:50:48	2018-04-26 16:48:12	Complete
24381613	NPNVHT180426743190001	0773401496	HT	NV	Publish_response	2018-04-26 16:50:47	2018-04-26 16:50:47	2018-04-26 16:50:20	Complete
	NPDDPI 180426159580001	0502705230	PI	PD	Publish_response	2018-04-26	2018-04-26	2018-04-26	Complete

3. In the pop-up window add the 'Must' sections (Marked with \*), all the details should be provided by the other operator.

The screenshot shows a 'Confirm action' dialog box. It contains fields for Request Id, Phone Number, To Number, Transfer Time, Port Type, and Trx Number. A large note in Hebrew is overlaid on the right side of the form, providing instructions for the 'Must' sections:

תאזריך שב בוצן הינו בפועל  
השנה לא משנה, רק חשוב להזכיר  
שינוי האגוניות - שינוי שמערכת  
כידות עובדות (לא בלילה), ולא  
שינוי שהוא לא לפם הינו עצמוני  
תמיד להשאיר "פורט" אלא אם כן  
התבונתם אחרת

Request Id: *	NPPLMR180425980420001
Phone Number: *	0526828123
To Number:	
Transfer Time: *	2018-04-26 16:54:29
Port Type:	Port
Trx Number:	

Cancel Confirm

4. At the end press on 'Confirm'.

**5. Search for the Phone number again, find the Publish request on Active status and click on the ID:**

Requests	Transactions	Queue			Actions	Export			
ID	Request ID	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
24360013	NPMRCL18041500120001	0526828123	MR	PL	Execute_response	2018-04-25 12:04:19	2018-04-25 12:16:35	2018-04-25 12:16:13	Complete
24250012	NPMRCL180411500120001	0526828123	CL	MR	Publish	2018-04-11 20:49:12	2018-04-11 21:09:28	2018-04-11 21:01:00	Active
15614589	NPCLPL160626529560001	0526828123	PL	CL	Publish_response	2016-06-26 14:09:20	2017-08-23 02:10:48	2016-06-26 14:34:00	Complete
9580703	NPPCLCL140723673520001	0526828123	CL	PL	Publish_response	2015-06-24 12:27:54	2017-08-23 02:10:48	2014-07-23 11:50:43	Complete
5528131	NPCLPL12130572990001	0526828123	PL	CL	Publish_response	2015-06-24 12:27:54	2017-08-23 02:10:48	2012-12-31 10:26:06	Complete
2409325	NPPCLCL110228395910001	0526828123	CL	PL	Publish_response	2015-06-24 12:27:54	2017-08-23 02:10:48	2011-02-28 15:15:22	Complete

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**6. Change the last transaction to Publish\_response and the status to complete(And Confirm to exit):**

Edit

request_id	NPMRCL180411500120001	
phone_number	0526828123	
to_number	0526828123	
from_provider	CL	
to_provider	MR	
Last Transaction	Publish_response	←
creation_time	2018-04-11 20:49:12	
last_request_time	2018-04-11 21:09:28	
transfer_time	2018-04-11 21:01:00	
Status	Complete	←

To make sure that you're now updated with the new "Publish", you can send a query to Xfone mobility system using section 6 on the following guide: [How To | Know Which Operator is Holding a Certain Number](#)

**⚠ The query that you will sent won't update immediately, so follow that after a while (about 15-20 minutes) ⚠**

# How To | Manually receive a "Fake" Publish

1. Builde your "Fake" request ID ( i.e - NPTTFFYYMMDDAAAAA0001 )

צריך ליצור מזהה מזויף.

TT - המפעיל שמחזק ברגע את המכוון

FF - ממי נזיד

YYMMDD - תאריך של היום

AAAAAA - מספר שירות

תאריך הבזיד תזמין להיום.

2. On 'Monitor'(1) page, press on the 'Actions' button(2), and choose 'Receive Publish'(3)

The screenshot shows the NPG Monitor interface. At the top, there are tabs: we4G, **Monitor**, Manual, Admin, and Logout. Below the tabs is a search bar labeled 'Filter' and a search button. The main area is titled 'NPG Monitor' and contains a table with columns: Requests, Transactions, Queue, Actions, and Export. The 'Actions' column has a dropdown menu with options: Update, Send Execute, Receive Execute, Receive Execute Response, Publish, and **Receive Publish**. The table lists several rows of data, each with an 'Id' (e.g., 24381617, 24381616, 24381615, 24381614, 24381613), 'Request Id', 'Phone', 'From', 'To', 'Last Transaction', 'Creation Time', 'Last Record Update', and 'Status'. The 'Status' column for most rows shows 'Complete', except for the first row which shows '2018-04-26 16:50:51'.

Requests	Transactions	Queue	Actions	Export					
24381617	NPMICL180426176870001	0524559354	CL	Mi	Publish_response	2018-04-26 16:50:51	2018-04-26 16:50:51	2018-04-26 16:49:13	Complete
24381616	NPMIFL180426176900001	0525104495	PL	Mi	Publish_response	2018-04-26 16:50:51	2018-04-26 16:50:51	2018-04-26 16:48:12	Complete
24381615	NPPRCL180426161650001	0527640683	CL	PR	Publish_response	2018-04-26 16:50:48	2018-04-26 16:50:49	2018-04-26 16:49:13	Complete
24381614	NPPRCL180426159240001	0546497181	CL	PR	Publish_response	2018-04-26 16:50:48	2018-04-26 16:50:48	2018-04-26 16:48:12	Complete
24381613	NPNVHT180426743190001	0773401496	HT	NV	Publish_response	2018-04-26 16:50:47	2018-04-26 16:50:47	2018-04-26 16:50:20	Complete
	NPPDPA18042615680001	0524559354	CL	Mi	Publish_response	2018-04-26 16:50:46	2018-04-26 16:50:46	2018-04-26 16:49:13	Complete

3. In the pop-up window add the 'Must' sections (Marked with \*), all the details should be provided by the other operator.

### Confirm action

Request Id: *	NPPLMR180425980420001	מזהה נייד
Phone Number: *	0526828123	מס' מנוי
To Number:		
Transfer Time: *	2018-04-26 16:54:29	תאריך ניוד של עבשין
Port Type:	Port	תמיד להשייר "פורט" אלא אם כן הבקשתם אחרת
Trx Number:		

Cancel Confirm

4. At the end press on 'Confirm'.

5. Search for the Phone number again, find the Publish request on Active status and click on the ID:

Actions <span>Export</span>										
Requests	Transactions	Queue								
#	Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
	24360013	NPPLMR180425980420001	0526828123	MR	PL	Execute_response	2018-04-25 12:04:19	2018-04-25 12:16:35	2018-04-25 12:16:13	Complete
	24250012	NPMRCL180411500120001	0526828123	CL	MR	Publish	2018-04-11 20:49:12	2018-04-11 21:09:28	2018-04-11 21:01:00	Active
	15614589	NPCLPL160526829560001	0526828123	PL	CL	Publish_response	2016-06-26 14:09:20	2017-08-23 02:10:48	2016-06-26 14:34:00	Complete
	9580703	NPPLCL140723673520001	0526828123	CL	PL	Publish_response	2015-06-24 12:27:54	2017-08-23 02:10:48	2014-07-23 11:50:43	Complete
	5528131	NPCLPL121230572990001	0526828123	PL	CL	Publish_response	2015-06-24 12:27:54	2017-08-23 02:10:48	2012-12-31 10:26:06	Complete
	2409325	NPPLCL110228395910001	0526828123	CL	PL	Publish_response	2015-06-24 12:27:54	2017-08-23 02:10:48	2011-02-28 15:15:22	Complete

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6. Change the last transaction to Publish\_response and the status to complete(And Confirm to exit):

### Edit

request_id	NPMRCL180411500120001
phone_number	0526828123
to_number	0526828123
from_provider	CL
to_provider	MR
Last Transaction	Publish_response
creation_time	2018-04-11 20:49:12
last_request_time	2018-04-11 21:09:28
transfer_time	2018-04-11 21:01:00
Status	Complete

# How To | Manually answer to Execute request

In case that an operator telling us that we're not answering to their Execute request (in Hebrew: מענה להפעלה), we can manually answer to their Execute request using the NPG Monitor.

To be sure that answering their Execute request is the issue, search in the NPG Monitor for the number and you'll see that the last action will be "Execute" from the other operator to MR and MR (us) aren't answering with "Execute response".

Actions ▾										Export
Requests		Transactions		Queue						
ID	Trx No	Request ID	Message Type	Last Record Update	Requested Port Time	Ack	Reject Reason Code	Source	Target	Donor
6431170	MR000006431170	NPPLMR180510121930001	Execute	2018-05-13 11:03:51		Ack01		PL	MR	
6341919	MR000006341919	NPPLMR180510121930001	Request_response	2018-05-10 18:05:49		Ack00		MR	PL	
6341918	PL000894580355	NPPLMR180510121930001	Request	2018-05-10 18:05:49	2018-05-10 18:17:28	Ack00		PL	MR	
6341899	MR000006341899	NPPLMR180510121930001	Check_response	2018-05-10 18:05:40		Ack00		MR	PL	
6341897	PL000894580241	NPPLMR180510121930001	Check	2018-05-10 18:05:40		Ack00		PL	MR	

1. Change the Mobility time to NOW (i.e 11:00:00 as you can see in the below screenshot) by pressing the in the relevant ID in the Requests tab.

Requests	Transactions	Queue
<input type="checkbox"/> Id	Request ID	Phone
<input checked="" type="checkbox"/> 24562828	NPPLMR180510121930001	052790

Last Transaction	Execute
creation_time	2018-05-13 11:00:00
last_request_time	2018-05-13 11:00:00
transfer_time	2018-05-13 11:00:00
Status	Active

2. In the Requests column make sure to look at the correct raw - with the correct operator and that the Last Transaction which is Active is Execute.

Actions ▾										Export
Requests		Transactions		Queue						
<input type="checkbox"/>	ID	Request ID	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
1	24562828	NPPLMR180510121930001	0527905085	MR	PL	Execute	2018-05-13 10:00:00	2018-05-13 10:09:46	2018-05-13 10:00:00	Active

3. And the end of the process mark the relevant line, press on the Actions button and choose Receive Execute.

<input checked="" type="checkbox"/> 24562828	NPPLMR180510121930001	0527905085	MR	PL	Execute	2018-05-13 11:00:00	2018-05-13 11:00:00	2018-05-	<input type="button" value="Actions ▾"/> <input checked="" type="radio"/> Update <input type="radio"/> Send Execute <input checked="" type="radio"/> Receive Execute <span style="color:red">3</span> <input type="radio"/> Receive Execute Response <input type="radio"/> Publish <input type="radio"/> Receive Publish
--	-----------------------	------------	----	----	---------	---------------------	---------------------	----------	--

4. To confirm that everything went well, go to the Transactions tab and check if you have a new Execute\_Response raw with Ack 00 in the Ack column.

Actions ▾ 

Requests	Transactions	Queue								
<b>Id</b>	<b>Trx No</b>	<b>Request Id</b>	<b>Message Type</b>	<b>Last Record Update</b>	<b>Requested Port Time</b>	<b>Ack</b>	<b>Reject Reason Code</b>	<b>Source</b>	<b>Target</b>	<b>Donor</b>
6431386	MR000006431386	NPPLMR180510121930001	Execute_response	2018-05-13 11:00:00		Ack00		MR	PL	
6431385	MR000006431170	NPPLMR180510121930001	Execute	2018-05-13 11:00:00		Ack00	Exe02	MR	PL	

- 5. In case that you have Execute\_Response with Exe02 error, you didn't changed the time to the correct time - If the hour NOW is 11:00 change the times to 11:00 and not 10:45 or 11:45 etc.**

6431171	MR000006431171	NPPLMR180510121930001	Execute_response	2018-05-13 11:03:51		Ack00	Exe02	MR	PL	
---------	----------------	-----------------------	------------------	---------------------	--	-------	-------	----	----	--

# How To | Use the DSE

The DSE Handling the Voice services for 018, it's the service that creates the voice session between two cellular phones.  
Link: <https://ws.018.co.il/DialogicApi>

## The DSE functions:

### 1. Search Number:

The Search number webpage has several sub-options:

- a. Search Number - You can search for the phone number and after pressing on the 'Search' button you will receive an answer, how the DSE sees that number.

Example:

By searching for my number, i received the following answer: **D500509257908** which is built from 2 parts: (1) **D50** which is the operator and (2) **0509257908** which is my number

⚠ NOTE: If you get the answer "The Number Does Not Exists" it means that the number never moved to a different provider (So we never got any publish)

⚠ NOTE: You're getting two answers: (1) from DSE-RH which is the DSE in Rosh Aaiin, and (2) DSE-TAM which is the DSE in Haifa (TAM is a shortcut of Tamares which located in Haifa).

Phone Number:  
0509257908  
Search

DSE-RH: The Translated Number is : D500509257908  
DSE-TAM: The Translated Number is : D500509257908

You can find the DSE operator codes in the following page: [Operator Codes](#) under the DSE Operator Code column.

- b. Search Star Number - You can search for a Star number ( \* ), after pressing on the 'Search' button you will receive an answer with the real number that hides behind the Star number.

Example:

By searching for We4G Customer support Star number (0051 - **note that the \* already there so you don't need to add it in your search**), i received the following answer: 0515445555 which is the real number behind the star number.

⚠ NOTE: you're getting two answers: (1) from DSE-RH which is the DSE in Rosh Aaiin, and (2) DSE-TAM which is the DSE in Haifa (TAM is a shortcut of Tamares which located in Haifa).

Star Number:  
\*0051  
Search

DSE-RH: The Translated Number is : 0515445555  
DSE-TAM: The Translated Number is : 0515445555

c. **Search Inquire Number** - You can send a query with the number that you chose (set to BZ - Bezeq by default because they're updated on 99% of the mobility processes), after pressing on the 'Search' button you will receive an answer which operator holding that number according to Bezeq. **Remember that it's not always correct and if you suspect an error, please try sending more queries to couple more operators using the NPG Monitor.**

The Number Associated To: PL

In case that the numbers are different between DSE-RH and DSE-TAM, it might be an issue! so '**Modify**' (next section) the number - it should update both DSE's

## 2. **Modify Number:**

The Search number webpage has several sub-options:

- Modify Number** - Here you can update who is the operator that holds a number, in the 'Phone number' section write the number, and in the 'LRN' section write the real operator that hold the number using the 'DSE operator code' and press 'Modify'.

Example:

Here i used my number, and the my operator was Telephone (D50) and i waned to modify it to be Partner (D54) so i chose D54 in the LRN section.

**⚠ NOTE:** you **SHOULD NOT** update a number through the DSE if it's not updated in the **NPG Monitor**, in such cases just ask the other operator to re-publish the number, or manually receive his publish.

Phone Number:  
0509257908

LRN:  
D54

Modify

- Modify Star Number** - Here you can update a star number with a different number behind him (Basically it won't use this section without consulting with NOC TL / Xfone's [noma engineering](#) ).

Example:

Here I changed We4G customer support number to call my number, now if someone will call \*0051 it will call me.

**⚠ Watch out with this section, and ask before acting.**

# Modify Star Number

Star Number:

\*0051

New Phone Number:

0509257908

Modify

3. Insert Number:

The Search number webpage has several sub-options:

- a. Insert Number - Here you can add a new number that cannot be found in the DSE data base

Example:

Here I'm adding my number to the DSE database and I'm giving him the LRN according to my current operator, here it's Telephone PL and his DSE code is D50.

## Insert Number

Phone Number:

0509257908

LRN:

D50

Insert

b. Insert Star Number - Here you can add a new Star number that cannot be found in the DSE data base

Example:

Here I'm adding my number to the DSE database and I'm giving him a star number (\*1234).

## Insert Star Number

Star Number:

\*1234

New Phone Number:

0509257908

Insert

4. Delete Number:

The Search number webpage has several sub-options:

- a. Delete Number - Here you can Delete a number, **Watch out with this section, and ask before acting.**

Example:

Here i deleted my number

## Delete Number

Phone Number:

- a. [Delete Star Number](#) - Here you can Delete a star number, **Watch out with this section, and ask before acting.**

Example:

Here i deleted We4G Star Number

## Delete Star Number

Star Number:

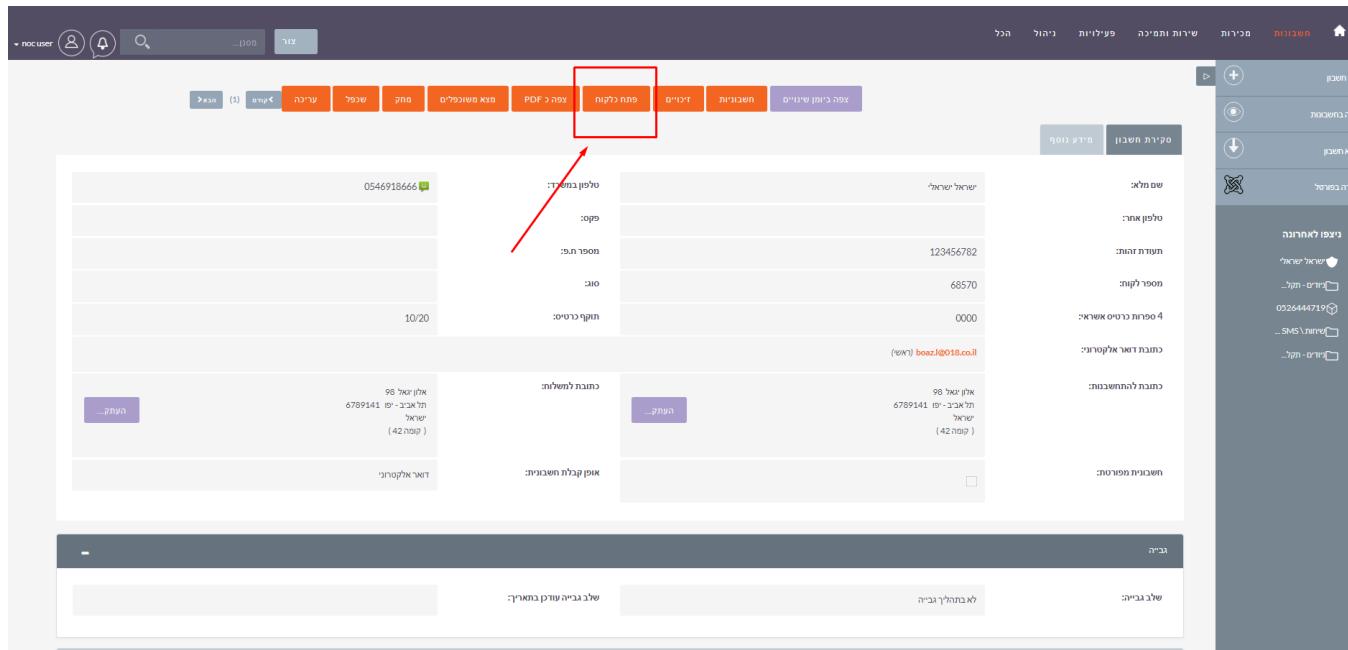
# How to | remove Aflalo law

Aflalo law meaning a block from getting SMS.

Everyday We4G sending a file containing all the numbers that We4G want to remove from Aflalo law to the other operators, our role is to do the following:

פתח לקוח

1. Go to the customer page and click on the 'פתח לקוח' button.



The screenshot shows a list of contacts with columns for name, phone number, address, and email. One contact is selected, showing details like 'טלפון נייד' (Mobile Phone), 'מספר תקף:' (Valid Number), and 'תוקף עד' (Valid Until). The right sidebar shows a list of recent contacts and a search bar.

2. Choose the number that is block from getting SMS and then click on the 'ניהול הלקוח שלי' button.



**Choose from the drop down**

**פעולות מהירות**

הווטיפ קין

051-2150041
051-2641003
051-2150310
051-9999928
051-9999958
051-00000001

פרוטotypushot

עדכון אונטיינר הלאים

**מצב הזמנה**

ההמונה נסורה ← ההמונה בפרק אלין ההמונה בויפוי ההמונה התקבלת

**לרכישת חבילה שימוש בחו"ל ללהchetli**

139 ₪
89 ₪
49 ₪

61-בנשא לשלוח לחו"ל 61-בנשא לשימוש 61-בנשא לשימוש 61-בנשא לשימוש

**להחלפת התוכנית שלך ללהchetli**

10GB הכל מיל 19 ₪
40GB הכל מיל 29 ₪

0.75GB כל 25-25 גיגאbytes נספורים 0.75GB כל 25-25 גיגאbytes נספורים

**מסרונים**  
Choose the masronim tab

**ביצוע פעולה**

הפעלה סים כללי גלישה ותוכן שיחות כניסה מסרונים

**שליחת מסרונים**

פועל כבוי כבוי

קבלת מסרונים  
allowing messages to be sent and received over 6 days. It costs 0.5 NIS per message sent.

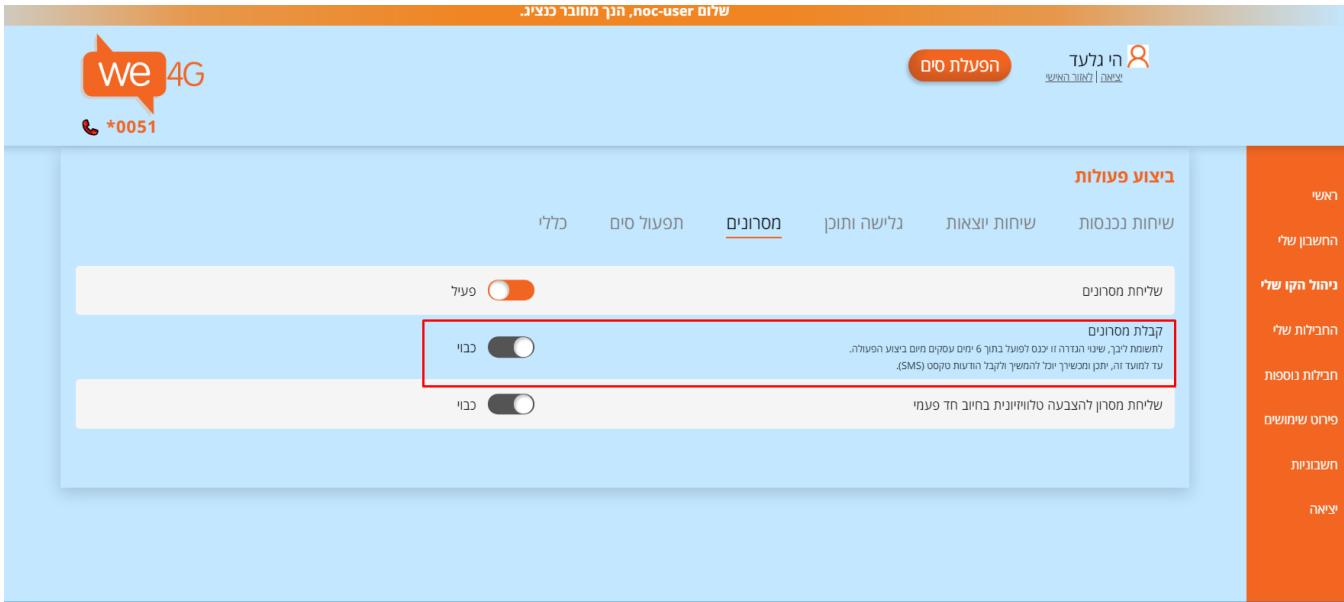
שליחת מסרונים להציגו ולחישוטו בחוב חד פעמי

**ניהול הקו שלי**

הפעולות שלי, פירוט שימושים, תשלומיות, ויציאה

**קיבלה מסרונים**  
Disable the masronim tab

**קיבלה מסרונים**  
ONLY



Open a new internal TAC ticket TO: [018@oasis-tech.net](mailto:018@oasis-tech.net) & Create a follow up for 24 hours.

When the ticket status change to open, change it back to 'Enable'



Once you enable the SMS again, you can inform days until it will come to affect.

that you took care of the issue and that it will take up to 6 businesses

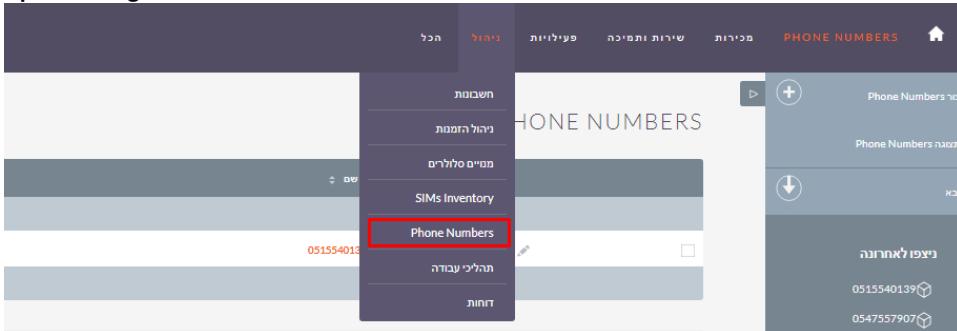
In case that issue was note resolved after 6 days you should contact Tarek and inform him.

Tarek's number - 052-5243684.

Don't forget to document all the things that you did in the CRM

# How To | Check Client Importance

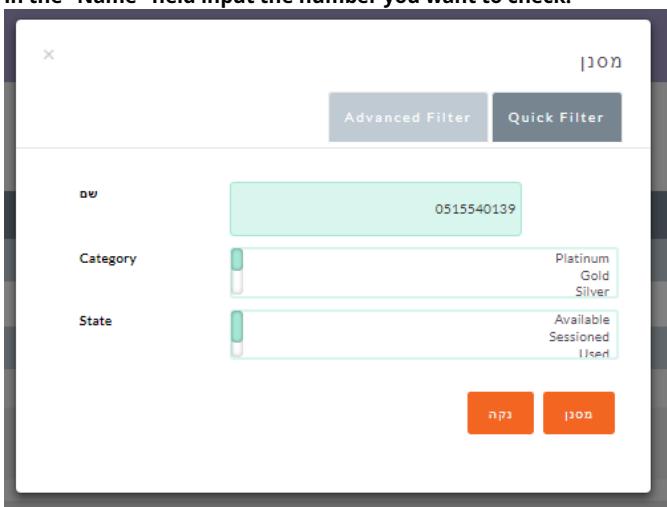
1. Open "Management" and select "Phone Numbers"



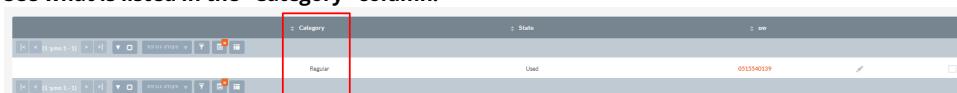
2. Open the filter button



3. In the "Name" field input the number you want to check.



4. See what is listed in the "Category" column.

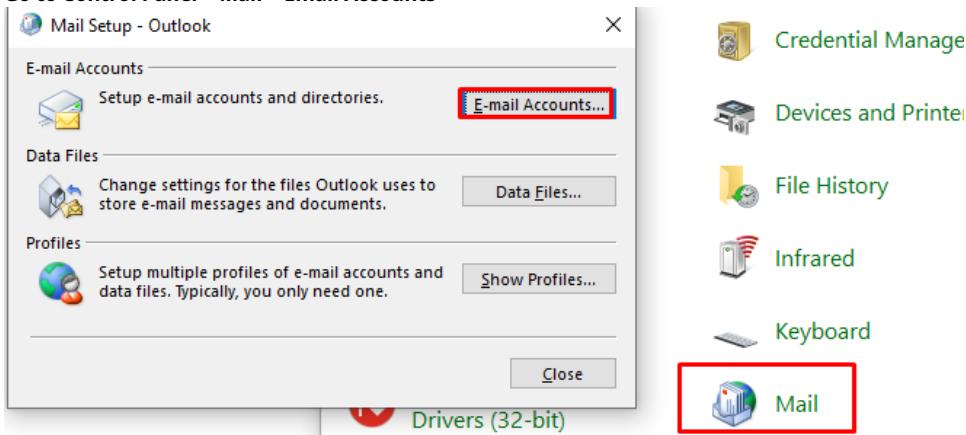


5. If the customer category is Gold/Platinum/Silver, Call Shimon and ask him if you can release the mobility lock.

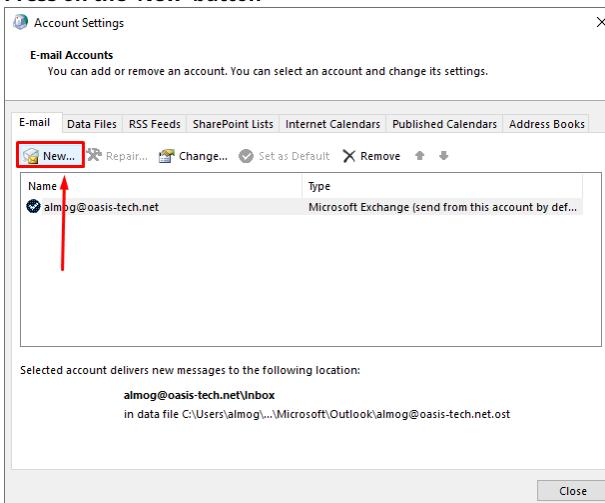
# How To | Connect We4g Email in Oasis Outlook

1. First close Outlook.

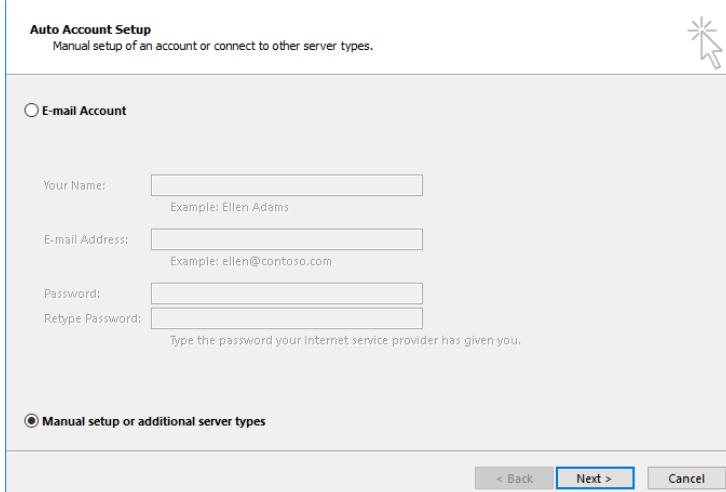
2. Go to Control Panel > Mail > Email Accounts



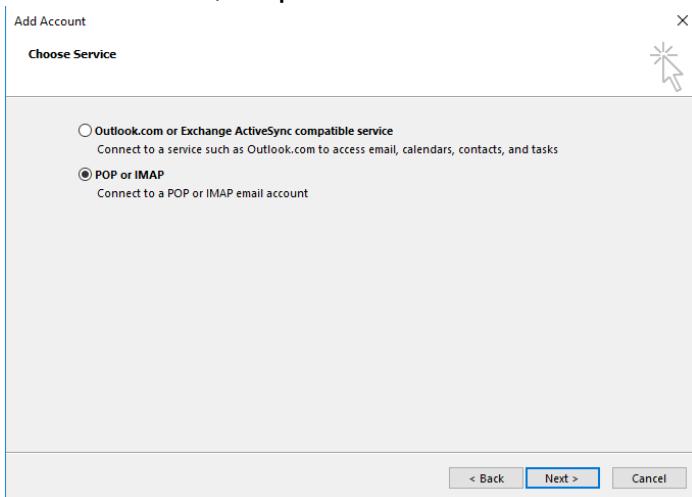
3. Press on the 'New' button



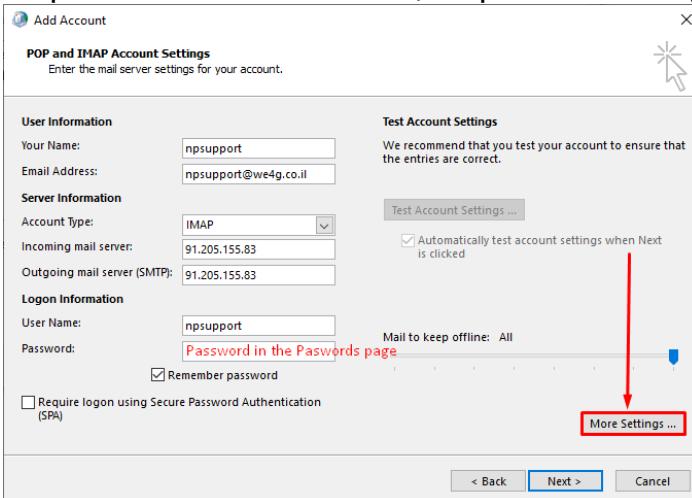
4. Choose 'Manual setup or additional server types', then press 'Next'.



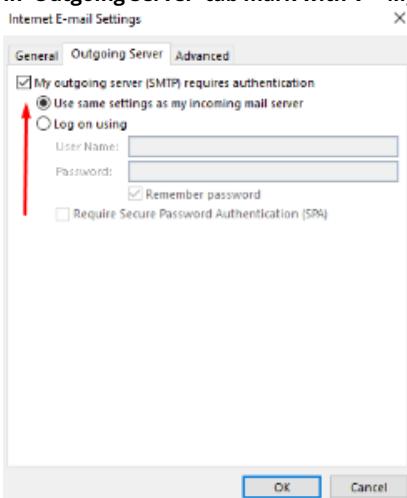
**5. Choose 'POP or IMAP', then press 'Next'.**



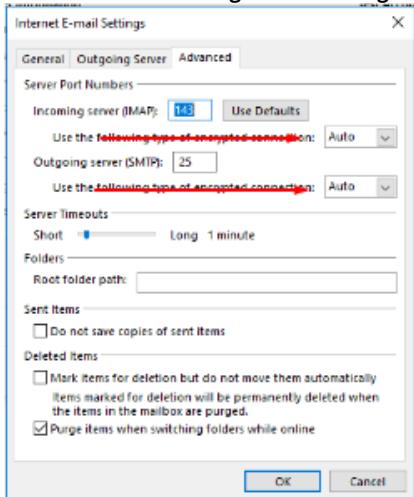
**6. Fill up the form like the below screenshot, then press on 'More Settings..' button.**



**7. In 'Outgoing Server' tab mark with V - 'My outgoing server (SMTP) requires authentication'.**



8. In 'Advanced' tab change the incoming & outgoing servers encryption connection to 'Auto', then press 'OK'.



9. Now that you're back to the 'Add account' window press on 'Next', then in case that you will be asked to add the password again  
- Add it again and press 'OK' (It might happen twice, but after that it will work).

# How to | Fix Chk\_09\_retry failure

We will receive Chk\_09 error code when trying to mobile a subscription from another operator to We4g, and the subscription is a Kosher or Pre-paid subscription.

The NPG will use an automatic script that will show you the error Chk\_09\_retry and then after several seconds a new mobility process will start and the subscription should be transferred to We4g network.

BUT sometimes the script will fail and the mobility process won't start, our role is to fix it!

In case that you received a Chk\_09 error code and a new mobility process won't start after several minutes, please act as follow:

1. Go to the subscription number page in 018 CRM.

A screenshot of the 018 CRM interface. At the top, there's a navigation bar with various tabs like 'לקוח' (Client), 'טלפון' (Phone), 'אינטרנט' (Internet), etc. Below the navigation is a search bar. The main area shows a list of subscriptions. One specific subscription is highlighted with a red box around its details: 'טלפון סלולרי' (Mobile Phone) with number '0506689525', 'תאריך תרומות' (Last Contribution Date) '14:26 31/05/2018', 'סטטוס' (Status) 'שיק דרכו' (Shik Darcho), and 'מארז' (Device) '40GB'. An orange button labeled 'עריכה' (Edit) is overlaid on the top right of the screen.

2. Press on **עריכה**

A screenshot of the 018 CRM interface, showing the same subscription details as the previous step. A red arrow points from the 'עריכה' button in the previous step to the 'מצב נייד' (Mobile Status) section in this step. The 'מצב נייד' section is highlighted with a red box.

3. Delete everything in the **מצב נייד** section.

A screenshot of the 018 CRM interface, showing the 'מצב נייד' (Mobile Status) section. A red box highlights the entire section. A red arrow points from the 'Delete everything in this section' button at the bottom left of the section to the section itself.

4. document what you did ( **בוצע ניקון ידני למסך נייד** ) in the ticket and forward the ticket to **נקיטת בק-אופין \ נקבעת בכירם** and ask them to try again.

5. In case that it didn't work and the **נקיטת בק-אופין \ נקבעת בכירם** assigning the ticket back to us ( **נקיטת מרתט** ) and tell us that it didn't work again, check if there is a new error code or if it's the same (Chk\_09).  
If it's Chk\_09 - Send an email to the other operator, let him know that you received this error and tried to start a mobility process for Pre-Paid subscription ( **נייד כלא מזוחה** ), remember to document everything in the ticket.

In case that they tell you to try again, ask **נקיטת בכירם** to try again and if it's still doesn't work - Escalate to NOC TL during working hours.

**IF it's a different error code - Work according to the new error code with the other operator.**

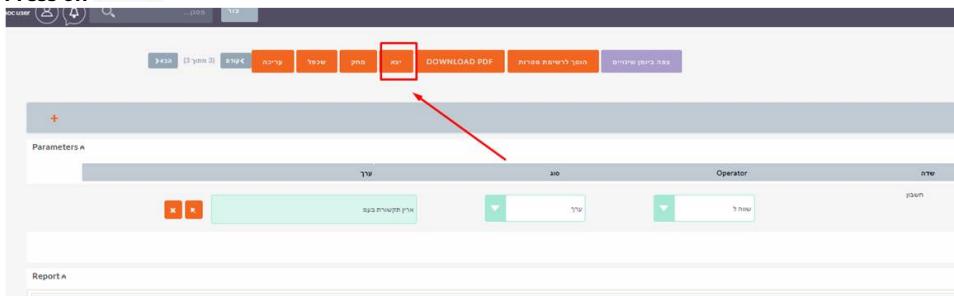
- 6. In any case that this procedure isn't working - Escalate to NOC TL during working hours.**

# How To | Create a customer subscription report

1. We need to export a report in the following link (Make sure to change the customer name):

[http://10.21.2.10/index.php?action=ajaxui#ajaxUILoc=index.php%3Fmodule%3DAOR\\_Reports%26offset%3D3%26stamp%3D1553784845063098700%26return\\_module%3DAOR\\_Reports%26action%3DDetailView%26record%3Db10c18b0-701a-8319-93a7-5af2b15f0af](http://10.21.2.10/index.php?action=ajaxui#ajaxUILoc=index.php%3Fmodule%3DAOR_Reports%26offset%3D3%26stamp%3D1553784845063098700%26return_module%3DAOR_Reports%26action%3DDetailView%26record%3Db10c18b0-701a-8319-93a7-5af2b15f0af)

2. Press on 



A screenshot of a web-based reporting interface. At the top, there are several buttons: 'CSV' (highlighted with a red box), 'XLS', 'HTML', 'PDF', 'PRINT', and 'EMAIL'. Below these are sections for 'Parameters' and 'Report'. A red arrow points from the 'CSV' button towards the bottom of the page where a warning message is located.

**⚠ It might take some time to export the report, in case the your browser stuck and you'll be asked if you want to close the browser or wait, press on wait!!**

3. According to the errors that you have (Gen\_07, Chk\_10, Process stuck, etc.), create 2 different reports:

**1st Report - טנינים תקעים**

For this report, filter the following:

- סטאטוס מינוי: בREADY + רשום
- נייד מפעיל: סלקום סלולר
- מצב נייד: Process\_Stuck
- סטאטוס סימן: דמיין

**4. 2nd Report - שגיאות נייד**

For this report, filter the following:

- נייד מפעיל: סלקום סלולר
- סטאטוס מינוי: רשום + בכינז
- מצב נייד: של השגיאות נייד שרשומות (לדוגמא: Chk\_02, Gen\_07, Chk\_01)
- סטאטוס סימן: דמיין

5. Send the other operator the files and let him know about the issue, tell him that it's urgent and ask to fix it ASAP.

Please see the below examples for two reports:



?????? ??????.xlsx



???? ?????? ????.xlsx

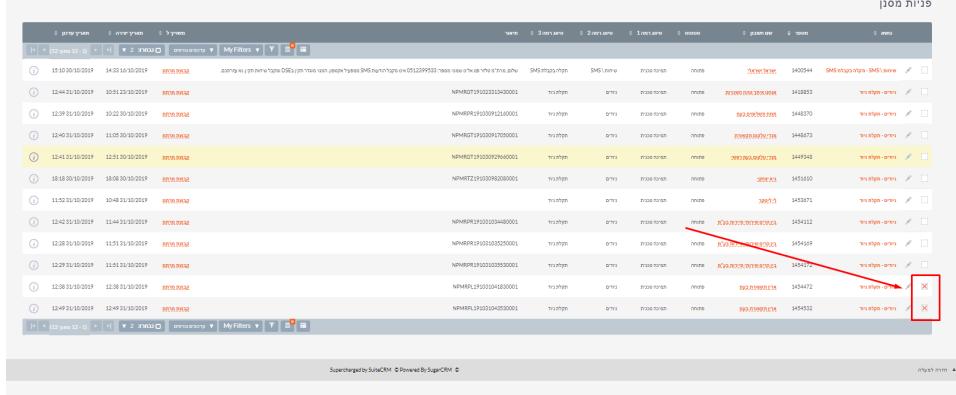
# How To | Close Multiple Tickets at once

In order to close many CRM Tickets at once, i.e. when there is a Marketer Subscription multiple mobility tickets, please follow the following guide.

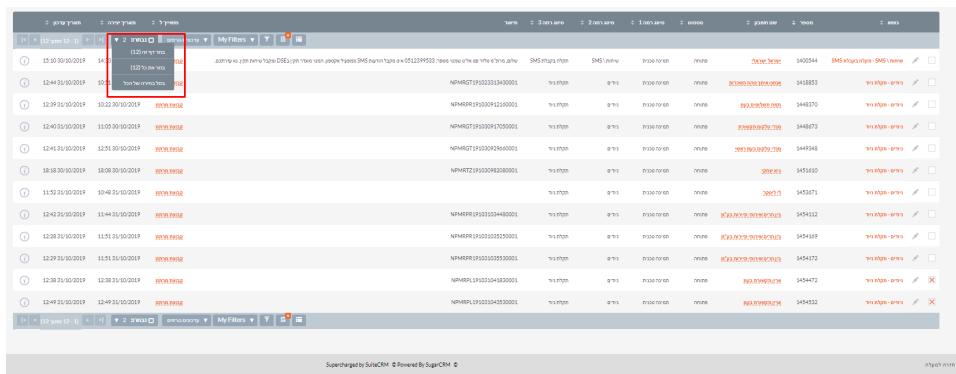
\*\*\*\*\*VERY IMPORTANT\*\*\*\*\*

We do not, under any circumstances "Delete" a ticket!! Everything we do MUST be documented!

## 1. Mark the tickets you want to close.

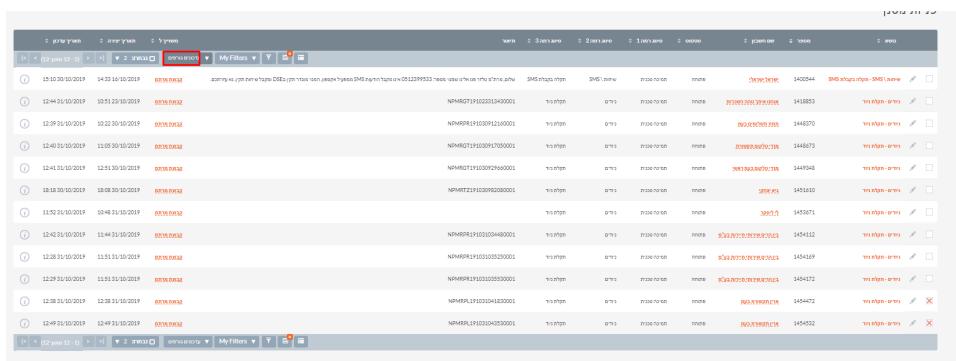


OR Mark the whole page using this button.



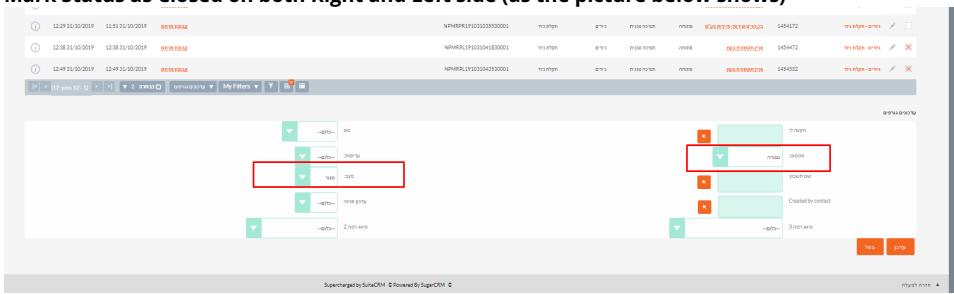
## 2. Press the button

BUT be sure you are clicking on it's left side and not the arrow.



## 3. At the bottom of the page, a new section will show up

**4. Mark Status as Closed on both Right and Left side (as the picture below shows)**



# How To | Fix Chk\_01 draft

When another operator (Cellcom, Partner, Telephone etc...) is trying to mobile a subscription from We4G and receives Chk01, it means the number doesn't exist or the last incoming mobile process failed and the mobility system doesn't recognize the subscription as a We4G customer.

הו ממי 548080843  
נדחה על chk01  
נדזה לטיפולכם בನושא  
בוחיג למני מקבל שירות תקין



## STEP 1

- First, we will need to check if the number is really a We4G customer by searching it in the CRM, like below:

מספר סלולריים (1)	סודר סלולן
0506775488	אובי.טול
10:18:23/05/2018	
09:00:28/05/2018	
PACKAGE_1_10042018	
טלפון	טלפון
0506775488	אובי.טול

We can see that the subscription is active, so in that case the problem is that the mobility system doesn't recognize that the customer successfully moved to We4G.

## STEP 2

- Search the number in the NPG and go to "Transactions" tab, Locate the closest "Execute Response" and copy the request ID.

7124086	MR000007124086	NPMRPL180527368150001	Publish	2018-05-28 08:47:13		Ack00		MR	GT	PL
7124031	PL000897935509	NPMRPL180527368150001	Execute_response	2018-05-28 08:46:09		Ack00		PL	MR	
7124015	MR000007124015	NPMRPL180527368150001	Execute	2018-05-28 08:46:02		Ack00		MR	PL	
7123134	MR000007123134	NPMRPL180527368150001	KD_update	2018-05-28 08:30:13		Err		MR	KD	
7123133	PL000897934986	NPMRPL180527368150001	Request_response	2018-05-28 08:30:13		Ack00		PL	MR	
7123126	MR000007123126	NPMRPL180527368150001	Request	2018-05-28 08:30:10	2018-05-28 08:45:02	Ack00		MR	PL	
7123124	PL000897934967	NPMRPL180527368150001	Check_response	2018-05-28 08:30:06		Ack00		PL	MR	
7123118	MR000007123118	NPMRPL180527368150001	Check	2018-05-28 08:30:03	2018-05-28 08:45:02	Ack00		MR	PL	

## STEP 3

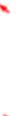
- Go back to "Requests" tab and search (CTRL+F) the request ID and check the "Last Transaction" and "Status" columns. A successful mobility should show "Publish\_Response" and "Complete", anything else means the NPG isn't up to date with that specific mobility process (see picture below).

Request Id	<input type="text"/>	Phone	<input type="text"/> 0506775488						
From	<input type="text"/>	To	<input type="text"/>						
From provider	None	To provider	None						
Stage	All	Status	All						
	<input type="button" value="Search"/>								
Requests	Transactions	Queue							
			Actions ▾ 						
Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
29362366	NPCLMR191202698350001	0506775488	MR	CL	Check	2019-12-02 09:05:53	2019-12-02 09:05:53		Failed
29362309	NPCLMR191202698240001	0506775488	MR	CL	Check	2019-12-02 09:05:01	2019-12-02 09:05:01		Failed
29357863	NPCLMR191201690980000	0506775488	MR	CL	Check	2019-12-01 17:31:44	2019-12-01 17:31:44		Failed
29357843	NPCLMR191201690980004	0506775488	MR	CL	Check	2019-12-01 17:31:10	2019-12-01 17:31:10		Failed
29357707	NPCLMR191201690980003	0506775488	MR	CL	Check	2019-12-01 17:23:10	2019-12-01 17:23:10		Failed
29357700	NPCLMR191201690980002	0506775488	MR	CL	Check	2019-12-01 17:22:42	2019-12-01 17:22:43		Failed
29357695	NPCLMR191201690980001	0506775488	MR	CL	Check	2019-12-01 17:22:31	2019-12-01 17:22:31		Failed
25059070	NPMRCL180626590700001	0506775488	CL	MR	Inquire_number_response	2018-06-26 11:33:41	2018-06-26 11:33:42		Complete
25059061	NPMRBL180626590610001	0506775488	BZ	MR	Inquire_number_response	2018-06-26 11:33:13	2018-06-26 11:33:15		Complete
24737046	NPMRPL180527368150001	0506775488	PL	MR	Cancel	2018-05-28 08:30:02	2018-05-28 08:30:02	2018-05-28 08:45:02	Failed

#### STEP 4

- We need to fix it by clicking the ID (see picture above - red arrow), and changing the "Last Transaction" and "Status" to Publish\_Response and Complete.

#### Edit

request_id	<input type="text"/> NPMRPL180527368150001
phone_number	<input type="text"/> 0506775488
to_number	<input type="text"/> 0506775488
from_provider	<input type="text"/> PL
to_provider	<input type="text"/> MR
Last Transaction	<input type="button" value="Cancel"/> <input type="button" value="Publish_Response"/> <input type="button" value="Complete"/> 
creation_time	<input type="text"/> 2018-05-29 09:30:02
last_reparent_time	<input type="text"/> 2018-07-01 11:53:52
transfer_time	<input type="text"/> 2018-05-20 08:45:02
Status	<input type="button" value="Failed"/> <input type="button" value="Complete"/> 
part_type	<input type="text"/> IN
flaga	<input type="text"/> {"number_type": "T"}
extra_check	<input type="text"/> 0
auto_check	<input type="text"/> 1
disconnect_time	<input type="text"/> 2018-05-20 08:46:09
connect_time	<input type="text"/> 2018-05-20 08:46:09
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

#### STEP 5

Do step 3 again and check that "Last Transaction" and "Status" are now OK, if so, reply to the other operator and tell him to try again.

Request Id	<input type="text"/>	Phone	<input type="text" value="0506775488"/>
From	<input type="text"/>	To	<input type="text"/>
From provider	None	To provider	None
Stage	All	Status	All
<input type="button" value="Search"/>			

	Requests	Transactions	Queue	Actions		Export				
	Id	Request Id	Phone	From	To	Last Transaction	Creation Time	Last Record Update	Transfer Time	Status
29362366	NPCLMR191202698350001	0506775488	MR	CL		Check	2019-12-02 09:08:53	2019-12-02 09:08:53		Failed
29362309	NPCLMR191202698240001	0506775488	MR	CL		Check	2019-12-02 09:05:01	2019-12-02 09:05:01		Failed
29357853	NPCLMR191201690980005	0506775488	MR	CL		Check	2019-12-01 17:31:44	2019-12-01 17:31:44		Failed
29357843	NPCLMR191201690980004	0506775488	MR	CL		Check	2019-12-01 17:31:10	2019-12-01 17:31:10		Failed
29357707	NPCLMR191201690980003	0506775488	MR	CL		Check	2019-12-01 17:23:10	2019-12-01 17:23:10		Failed
29357700	NPCLMR191201690980002	0506775488	MR	CL		Check	2019-12-01 17:22:42	2019-12-01 17:22:43		Failed
29357695	NPCLMR191201690980001	0506775488	MR	CL		Check	2019-12-01 17:22:31	2019-12-01 17:22:31		Failed
25059070	NPMRCL180626590700001	0506775488	CL	MR	Inquire_number_response		2018-06-26 11:33:41	2018-06-26 11:33:42		Complete
25059061	NPMRBZ180626590610001	0506775488	BZ	MR	Inquire_number_response		2018-06-26 11:33:13	2018-06-26 11:33:15		Complete
24737046	NPMRPL180527308150001	0506775488	PL	MR	Publish_response		2018-05-28 08:30:02	2018-05-28 11:50:02	2018-05-28 08:45:02	Complete

**In any case that the customer is not active in CRM, do not do this procedure.**

# How To | Fix chk01 (Outgoing Mobility)

When we receive a message from another operator that they are getting Chk01 while they are trying to mobile a number, follow the steps below.

## What is Chk01?

Chk01 means the mobility system doesn't recognize the number as a We4G customer.

This can be caused due to:

1. The number is really not a We4G customer (like trying to mobile a "Cellcom" number from "Hot mobile").
2. Something went wrong during the mobility process and our mobility system (NPG) doesn't recognize the number as ours.

**SUCCESS** A successful mobility should be "Publish\_Response" "Complete".

**INCORRECT** Anything else than above can cause issues and should be fixed.

## STEP 1

### Check if the number is a We4G customer

- Go to We4G CRM, search the number and check the status. If it's active, the number is ours and the mobility system didn't recognize the process. Fix it in step 2.



- If the number status is anything else than active, search it in the NPG. Go to "Transactions" tab and search (CTRL+F) the recent "Execute\_response". If we sent the execute response, it means the number moved from us to another operator and they didn't publish. Just reply to the message and say the number is not a We4G customer, give them the "request ID", date and the operator it move to.

## Martam Email Example

הו מני 548080843  
דוחה על chk01  
נדזה לטיפולכם בנושא  
בחיוג למני מקבל שירות תקין



## STEP 2

### Check NPG for errors

- Search the number in the NPG and go to "Transactions" tab.
- Search (CTRL+F) the recent "Execute\_Response" we received and copy the "Request ID".

ID	Request ID	Operator	Date	Request Type	PL	MR	GT	PC
712886	9480808430000	We4G	20/05/20 08:41:50	Check				
712803	PL000000700000		20/05/20 08:41:51	Execute_response				
712815	9480808430001	We4G	20/05/20 08:41:52	Check				
712814	9480808430002	We4G	20/05/20 08:41:52	Execute_response				
712813	9480808430003	We4G	20/05/20 08:41:52	Request				
712810	9480808430006	We4G	20/05/20 08:41:52	Check				
712809	9480808430007	We4G	20/05/20 08:41:52	Request				
712808	9480808430008	We4G	20/05/20 08:41:52	Check				
712807	9480808430009	We4G	20/05/20 08:41:52	Request				
712816	9480808430010	We4G	20/05/20 08:41:52	Check				

- Go back to "Requests" tab and search (CTRL+F) the "Request ID" you copied earlier.
- The process should be marked as failed.

Request Id		Phone	From	To	Last Transaction	Creation Date	Last Record Update	Transfer Time	Status	
From provider		None	To provider	None						
Stage		All		All						
Search										
Actions 										
④	M	Request Id	Phone	From	To	Last Transaction	Creation Date	Last Record Update	Transfer Time	Status
2632055		MPCUMR1910200800001	989175488	MR_O_L	Check	2019-12-02 09:59:52	2019-12-02 09:59:52			Failed
2632056		MPCUMR1910200800001	989175489	MR_O_L	Check	2019-12-02 09:59:53	2019-12-02 09:59:53			Failed
2632057		MPCUMR1910200800001	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632058		MPCUMR1910200800004	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632059		MPCUMR1910200800003	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632060		MPCUMR1910200800002	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632061		MPCUMR1910200800001	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632062		MPCUMR1802000000001	989174493	MR_O_M	Inquire_number_response	2019-06-28 11:23:41	2019-06-28 11:23:42			Complete
2632063		MPCUMR1802000000001	989174493	82_MR_Inquire_number_response	Inquire_number_response	2019-06-28 11:23:41	2019-06-28 11:23:42			Complete
2672046		MRPCUMR1910200800001	989175489	PL_MR_Caller	Call	2019-06-28 11:33:13	2019-06-28 11:33:13			Failed
2672048		MRPCUMR1910200800001	989175489	PL_MR_Failed_Reason	Failed_Reason	2019-06-28 11:33:13	2019-06-28 11:33:13			Failed

- Click on the "ID" number (left column) and change the "Last Transaction" to "Publish\_Response" & "Status" to "Complete".

### Edit

request_id	NPMFPL169527360156001
phone_number	0566771488
to_number	0566775488
from_provider	PL
to_provider	MR
Last Transaction	Cancel
creation_time	2018-05-28 09:39:02
last_requested_time	2018-07-01 11:58:02
transfer_time	2018-05-28 09:45:02
status	Failed
part_type	(N)
flags	{"number_type": "T"}
cong_lock	0
auto_check	1
disconnect_time	2018-05-28 09:46:09
connect_time	2018-05-28 09:46:09
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

### STEP 3

#### Verify everything is OK and reply

- Go back to "Requests" tab and check everything is OK (publish response complete).
- Reply to the operator and tell him the issue has been handled and they can try again.

Request Id		Phone	From	To	Last Transaction	Creation Date	Last Record Update	Transfer Time	Status	
From provider		None	To provider	None						
Stage		All		All						
Search										
Actions 										
④	M	Request Id	Phone	From	To	Last Transaction	Creation Date	Last Record Update	Status	
2632055		MPCUMR1910200800001	989175488	MR_O_L	Check	2019-12-02 09:59:52	2019-12-02 09:59:52			Failed
2632056		MPCUMR1910200800001	989175489	MR_O_L	Check	2019-12-02 09:59:53	2019-12-02 09:59:53			Failed
2632057		MPCUMR1910200800001	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632058		MPCUMR1910200800004	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632059		MPCUMR1910200800003	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632060		MPCUMR1910200800002	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632061		MPCUMR1910200800001	989175489	MR_O_L	Check	2019-12-03 11:23:41	2019-12-03 11:23:41			Failed
2632062		MPCUMR1802000000001	989174493	MR_O_M	Inquire_number_response	2019-06-28 11:23:41	2019-06-28 11:23:42			Complete
2632063		MPCUMR1802000000001	989174493	82_MR_Inquire_number_response	Inquire_number_response	2019-06-28 11:23:41	2019-06-28 11:23:42			Complete
2672046		MRPCUMR1910200800001	989175489	PL_MR_Caller	Call	2019-06-28 11:33:13	2019-06-28 11:33:13			Failed
2672048		MRPCUMR1910200800001	989175489	PL_MR_Failed_Reason	Failed_Reason	2019-06-28 11:33:13	2019-06-28 11:33:13			Failed



# How To | Cancel a mobility process

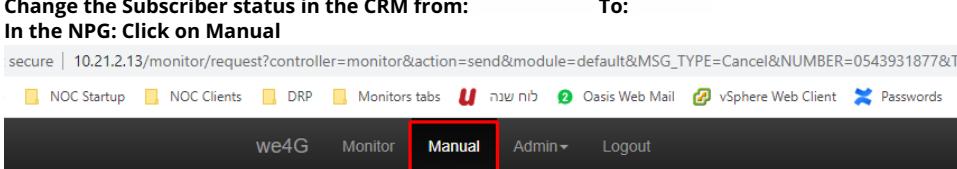
Be aware! there are a few terms that need to happen in order to cancel a mobility process, **DO NOT CANCEL IT IF THEY ARE NOT HAPPENING!**

## Terms for Mobility Process Cancellation:

1. Customer Support (Babcom) or Backoffice has called and notified you that the client has identified, and asked to cancel the mobility process (you do not need a reason)
2. User must be in status:  in the CRM
3. User must be after the Request transaction, and before the Execute transaction.

1. Change the Subscriber status in the CRM from:   To: 

2. In the NPG: Click on Manual



Send Message

Request sent

Message \*

Phone number \*

To Phone number

Request id

Port Time

To \*

Date and Time

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3. Fill in the details:  
(Message: Cancel, Phone Number, To: \*\*\*Where he is transferring from\*\*\*)

| 10.21.2.13/monitor/request?controller=monitor&action=send&module=default&MSG\_TYPE=Cancel&NUMBER=0543931877&TO\_NUMBER=&REQI..

NOC Startup NOC Clients DRP Monitors tabs Oasis Web Mail vSphere Web Client Passwords Storage Access Bo..

we4G Monitor Manual Admin Logout

## Send Message

Request sent

Message *	Cancel
Phone number *	0543931877
To Phone number	
Request Id	
Port Time	2020-02-06 12:41:27
To *	PR
Date and Time	2020-02-06T12:26:53
<input type="button" value="Send"/>	

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#### 4. Press Send.

| 10.21.2.13/monitor/request?controller=monitor&action=send&module=default&MSG\_TYPE=Cancel&NUMBER=0543931877&TO\_NUMBER=&REQI..

NOC Startup NOC Clients DRP Monitors tabs Oasis Web Mail vSphere Web Client Passwords Storage Access Boo..

we4G Monitor Manual Admin Logout

## Send Message

Request sent

Message *	Cancel
Phone number *	0543931877
To Phone number	
Request Id	
Port Time	2020-02-06 12:41:27
To *	PR
Date and Time	2020-02-06T12:26:53
<input type="button" value="Send"/>	

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**It should look like this:**

Request Id	<input type="text"/>	Phone	<input type="text"/> 0543931877						
From	<input type="text"/>	To	<input type="text"/>						
From provider	None	To provider	None						
Stage	All	Status	All						
<input type="button" value="Search"/>									
<a href="#">Transactions</a>		<a href="#">Queue</a>							
<div style="display: flex; justify-content: space-between;"> <span>Actions ▾</span> <span> Export</span> </div>									
Trx No	Request Id	Message Type	Last Record Update	Requested Port Time	Ack	Reject Reason Code	Source	Target	Donor
KD000062541133	NPMRPR200206612060001	KD_update_response	2020-02-06 12:26:57		Ack00		KD	MR	
MR000036061221	NPMRPR200206612060001	KD_update	2020-02-06 12:26:56		Ack00		MR	KD	
PR000234501626	NPMRPR200206612060001	Cancel_response	2020-02-06 12:26:56		Ack00		PR	MR	
MR000036061217	NPMRPR200206612060001	Cancel	2020-02-06 12:26:53		Ack00		MR	PR	
KD000062540922	NPMRPR200206612060001	KD_update_response	2020-02-06 12:16:18		Ack00		KD	MR	
MR000036060746	NPMRPR200206612060001	KD_update	2020-02-06 12:16:17		Ack00		MR	KD	
PR000234494549	NPMRPR200206612060001	Request_response	2020-02-06 12:16:16		Ack00		PR	MR	
MR000036060744	NPMRPR200206612060001	Request	2020-02-06 12:16:14	2020-02-06 12:32:00	Ack00		MR	PR	
PR000234494442	NPMRPR200206612060001	Check_response	2020-02-06 12:16:09		Ack00		PR	MR	
MR000036060742	NPMRPR200206612060001	Check	2020-02-06 12:16:05	2020-02-06 12:32:00	Ack00		MR	PR	

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# Fix gibberish text (emails)

Sometimes we receive emails and the text is shown in gibberish.

For example, Partner's auto-reply:

**From:** partner-IT-NP@partner.co.il <partner-IT-NP@partner.co.il>  
**Sent:** Tuesday, July 21, 2020 10:20 AM  
**To:** npsupport@we4g.co.il  
**Cc:** partner-IT-NP@partner.co.il  
**Subject:** NPMRPR200721479860001

ùiâí

áâöö ðéñéáï òi éääí ïðééä ïñôø 0507200868 áäú÷áïä ãçééä Chk27 . äðåùà èåòì áðéúï ïðñåú áùðéú

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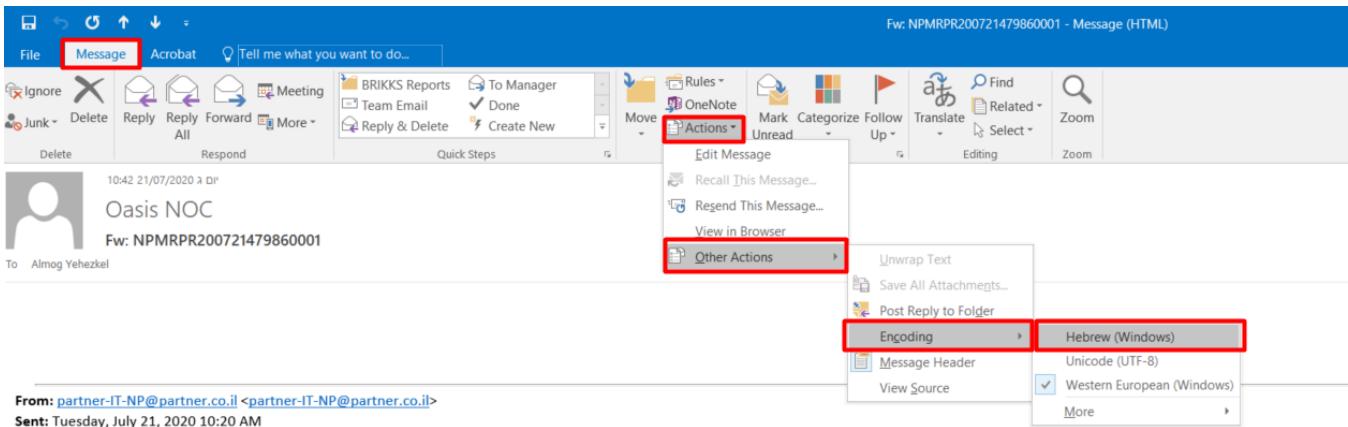
This message contains information that may be confidential or privileged.  
If you are not the intended recipient, you may not use, copy or disclose  
to anyone any of the information in this message. If you have received  
this message and are not the intended recipient, kindly notify the sender  
and delete this message from your computer.

---

 [image001.png](#) (129.66 KB)  
 [image002.jpg](#) (1.02 KB)  
 [image003.jpg](#) (16.25 KB)

Email: 018@oasis-tech.net

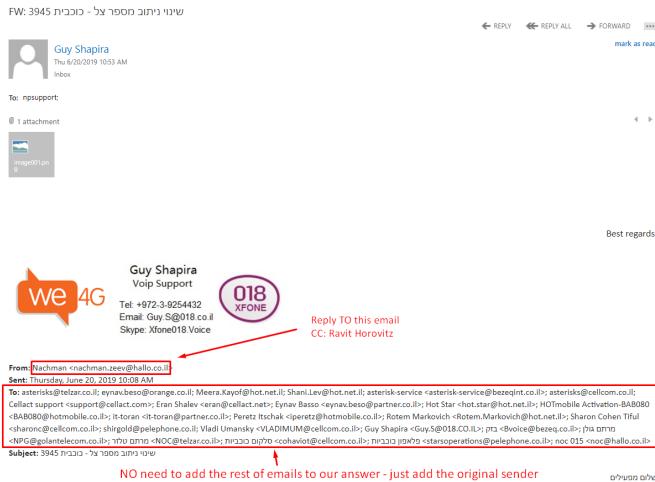
To fix this, you simple open the email and click "Actions" at the top bar > Other Actions > Encoding > Hebrew (Windows). If there is no hebrew, choose More and then Hebrew.



# Star Numbers Procedure

In case that another operator asking us to update\remove\add a star ( \* ) number, we should perform their request and let them know it's done.

- **Remember:** We should reply every email we get with a star update\remove\add request and let the original sender know that their request was done, if you will reply to the sender it will not be the original sender so please always send the "Done" emails TO: Original sender (Expand below for example) & CC: Ravit Horovitz ([ravit.h@018.co.il](mailto:ravit.h@018.co.il)) to every email you're sending & send the email from [NPsupport@we4g.co.il](mailto:NPsupport@we4g.co.il) email (MARTAM).  
Also, **DO NOT** reply to Guy Shapira because he have a rule in his Outlook to send us every email with a subject that has a star or \*, so you'll create a loop and the email will get back to you.



- Some of the emails will be forwarded by Ravit Horovitz, and some will be sent directly to you - please treat every request!

- We might get some requests also from the National Stars Center ( מרכז הכוכבות הישראלית )
- Bezeq sending an email with a link-button in the email content - Press on the button



and it will open you an email message with a pre-made Subject

and TO, **DO NOT** change anything and just press on SEND.



## DSE functions for star numbers:

For every request to update\remove\add a star ( \* ) number, use the [DSE](#)

Search Star Number - You can search for a Star number ( \* ), after pressing on the 'Search' button you will receive an answer with the number that hides behind the Star number according to We4G database.

Example:

By searching for We4G Customer support Star number (0051 - note that the \* already there so you don't need to add it in your search), i received the following answer: 0515445555 which is the real number behind the star number.

**⚠ NOTE:** you're getting two answers: (1) from DSE-RH which is the DSE in Rosh Aaiin, and (2) DSE-TAM which is the DSE in Haifa (TAM is a shortcut of Tamares which located in Haifa)

## Search Star Number

**Star Number:**  
\*0051

**Search**

**DSE-RH: The Translated Number is : 0515445555**

**DSE-TAM: The Translated Number is : 0515445555**

[Modify Star Number](#) - Here you can update a star number with a different number behind him (Basically it won't use this section without consulting with NOC TL / Xfone's [network engineering](#) ).

Example:

Here I changed We4G customer support number to call my number, now if someone will call \*0051 it will call me.

**⚠ Watch out with this section, and ask before acting.**

## Modify Star Number

**Star Number:**  
\*0051

**New Phone Number:**  
0509257908

**Modify**

[Insert Star Number](#) - Here you can add a new Star number that cannot be found in the DSE data base

Example:

Here I'm adding my number to the DSE database and I'm giving him a star number (\*1234).

## Insert Star Number

**Star Number:**  
\*1234

**New Phone Number:**  
0509257908

**Insert**

[Delete Star Number](#) - Here you can Delete a star number, **Watch out with this section, and ask before acting.**

Example:

Here i deleted We4G Star Number

## Delete Star Number

Star Number:

\*0051

Delete

# Star providers In Israel

- We don't have every operator phone number & email which is related to their star numbers department, so in case that you find a phone number or an email that isn't listed below, please add it.
- Please remember that you should answer to the original email sender as explained in the [Star Numbers Procedure cookbook](#) page, use the below table only in case that you don't see the original email sender.  
It will happen in case that someone forwarded the email to us, and the original sender in his contact list so you'll see a name\text instead of the sender email.

Operator	Phone Number	Email
Partner		<a href="mailto:it-toran@partner.co.il">it-toran@partner.co.il</a>
Hallo 015		<a href="mailto:015asterisks@hallo.co.il">015asterisks@hallo.co.il</a>
Bezeq		Press on the Button link provided in the Email you have received.
Cellcom		<a href="mailto:Asterisks@cellcom.co.il">Asterisks@cellcom.co.il</a>
Netvision (Cellcom)		
Golan Telecom		
Hot		<a href="mailto:Hot.Star@hot.net.il">Hot.Star@hot.net.il</a>
Hot Mobile (MIRC)		
Telephone		
Rami-Levi (Telephone)		
Cellact		
Free Telecom		
Telzar		
Anatel		
Starband		<a href="mailto:dikla@starbrand.co.il">dikla@starbrand.co.il</a>
National Star Center		<a href="mailto:rossel@2552.org.il">rossel@2552.org.il</a>