KB Category:	**Internal**		
Author:	**Cyrus JM M Gallano**	Date:	**09/07/2019**

Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

- This procedure is used to resolve automatically generated Support Case Tickets for Test Calls to DID's used by OAM Campaigns. The first auto ticket is created at 09:00 MNL and repeats every 4 hours.
- All DIDs with 24/7 support will be tested every four hours. Please refer to **DID List and Office Hours.**
- All DIDs with regular office hours will only be tested once on the beginning of their office hour. Please refer to **DID List and Office Hours.**
- Any DID that is verified to be unreachable is escalated to the Systems Support Team for escalation to APN for immediate resolution.
- DID's are called by directly dialing from an ip phone and are further verified by the Elastix Server in Head Office. If a DID can't be reached from both dialers, then it is considered verified to be down and due for immediate escalation.
- APN's support email address is support@apntelecom.com.
- APN's support contact number: PH mobile #: 63998-569-6638 | 63917-824-0133
              PH landline #: 02-831-0305 | 02-211-8720

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Email Template for reporting DID outages to APN:
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To: support@apntelecom.com
Cc: itgroup@openaccessmarketing.com
Subject: DID is unreachable - <mmddyyyy> - OAM REF No: <OSTicket #>
Message:

Dear NOC,

We are unable to reach <Country> DID <XXXXXXXXXX> as of <HH:MM AM|PM> MNL today. We used our dialer <208.74.77.167 | 203.160.180.38> and our customer ID is 1819.

Please provide us a feedback immediately. Thank you.
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Ticket description for the DID Test:
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Figure 1

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DID test and report template:
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To: cortiz@openaccessmarketing.com, lfong@openaccessmarketing.com,
nmartinez@openaccessmarketing.com, cnebres@openaccessmarketing.com,
mpadua@openaccessmarketing.com, jlagran@openaccessmarketing.com,
enaidas@worldventures.com
Cc: itgroup@openaccessmarketing.com
Subject: <date> Test Calls (Australia, Asia, Europe, WorldVentures VIP and WorldVentures Rovia).

7:00 AM Manila
The following DIDs are reachable. Except for the following <If any|country, DID>.

DID	Country	Result
60392121519	Malaysia GM	Reachable
WorldVentures VIP		
61280735278	Australia	Reachable

9:00 AM Manila
The following DIDs are reachable. Except for the following <If any|country, DID>.

DID	Country	Result
61291192530	Australia	Reachable
60392121680	Malaysia Member Rep	Reachable
66600035391	Thailand	Reachable
6531585520	Singapore	Reachable
85258084986	Hong Kong	Reachable
886277417841	Taiwan	Reachable

WorldVentures VIP

DID	Country	Result
85258032316	Hong Kong	Reachable
6531585057	Singapore	Reachable

1:00 PM Manila
The following DIDs are reachable. Except for the following <If any|country, DID>.

DID	Country	Result
85258084986	Hong Kong	Reachable
886277417841	Taiwan	Reachable

2:00 PM Manila
The following DIDs are reachable. Except for the following <If any|country, DID>.

DID	Country	Result
97233741046	Russia, Israel	Reachable
35722022683	Cyprus	Reachable
302111984303	Greece	Reachable

3:00 PM Manila
The following DIDs are reachable. Except for the following <If any|country, DID>.

DID	Country	Result
31508080113	Botswana, Kenya, Malta, Netherlands	Reachable
3617008705	Hungary	Reachable
442031293258	Iceland, Ireland, United Kingdom	Reachable
4785295225	Norway	Reachable
48223978884	Poland	Reachable
38618888925	Serbia, Slovenia	Reachable
46844685412	Sweden	Reachable
27105008583	South Africa, Zimbabwe	Reachable

40376300045	Romania	Reachable	

WorldVentures VIP

DID	Country	Result
46844685413	South Africa	Reachable
442031294060	United Kingdom	Reachable
35777788971	Cyprus	Reachable
46844685413	Sweden	Reachable
27105008613	South Africa	Reachable
302111986070	Greece	Reachable
97233741010	Israel	Reachable
3614088371	Hungary	Reachable
19722968728	United States	Reachable
31208086238	Kenya	Reachable

5:00 PM Manila
The following DIDs are reachable. Except for the following <If any|country, DID>.

DID	Country	Result
85258084986	Hong Kong	Reachable
886277417841	Taiwan	Reachable

- Please note that the following DIDs (**60392121680, 60392121519**) are owned by WV and need to inform OAM WV WorkForce team if these DIDs are unreachable.

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Email Template for reporting DID outages to OAM WV Workforce:
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To: cnebres@openaccessmarketing.com, mpadua@worldventures.com, jlagran@openaccessmarketing.com, cortiz@openaccessmarketing.com, lfong@openaccessmarketing.com, nmartinez@openaccessmarketing.com, enaidas@worldventures.com
Cc: itgroup@openaccessmarketing.com
Subject: <date> Test Calls (Australia, Asia, Europe, WorldVentures VIP and WorldVentures Rovia).

The following <If any|country, DID> is/are unreachable. Please check and verify with Sarah or WV Workforce team.

Thank you.

PROCEDURES ON HOW TO MAKE A TEST CALL

Step 1: Using 167167 ip phone extension, dial 4900 + DID.
Step 2: Wait until the IVR is played that says some "World Ventures welcome" that differs per country/language.

Step 3: Press the number of the support language that is designated for the DID you are calling. Please refer to the list below.

"Hi This is yourname from IT Department. I would like to verify if this is WV language support. This is just a test call. Thank you for your time."

DID	Country	Office Hours	Support
60392121519	Malaysia GM	7am to 7pm	Malaysian
61291192530	Australia	9am to 6pm	English
60392121680	Malaysia Member Rep	9am to 6pm	Malaysian
66600035391	Thailand	9am to 6pm	Thai
6531585520	Singapore	9am to 6pm	Mandarin
85258084986	Hong Kong	24/7	Mandarin
886277417841	Taiwan	24/7	Mandarin
DID	Country		
97233741046	Russia, Israel	2pm to 11pm	Russian/Hebrew
35722022683	Cyprus	2pm to 11pm	Greek
302111984303	Greece	2pm to 11pm	Greek
494087408690	Austria, Germany	3pm to 12am	German
31508080113	Botswana, Kenya, Malta, Netherlands	3pm to 12am	English
3617008705	Hungary	3pm to 12am	Hungarian
442031293258	Iceland, Ireland, United Kingdom	3pm to 12am	English
4785295225	Norway	3pm to 12am	Swedish, Norwegian
48223978884	Poland	3pm to 12am	Polish
38618888925	Serbia, Slovenia	3pm to 12am	English
46844685412	Sweden	3pm to 12am	Swedish
27105008583	South Africa, Zimbabwe	3pm to 12am	English
40376300045	Romania	3pm to 12am	Romanian/English
WorldVentures VIP			
DID	Country		
61280735278	Australia	7am to 4pm	English
85258032316	Hong Kong	9am to 6pm	Mandarin/English
6531585057	Singapore	9am to 6pm	Chinese/English
442031294060	United Kingdom	3pm to 12am	English
46844685413	South Africa	3pm to 12am	English
35777788971	Cyprus	3pm to 12am	English/Greek
46844685413	Sweden	3pm to 12am	English
27105008613	South Africa	3pm to 12am	English
302111986070	Greece	3pm to 12am	Greek/English
97233741010	Israel	3pm to 12am	English
3614088371	Hungary	3pm to 12am	English
19722968728	United States	3pm to 12am	English
31208086238	Kenya	3pm to 12am	English

Step 4: Mark the DID test and report template as "reachable" in the "Results" column as shown in the example *DID test and report template*.

Step 5: Repeat the test for all the DID numbers in the *DID test and report template* before proceeding to the next step. Please take note of the office hour schedule. All test call should be done on the beginning of the office hours.

Step 6: For all unreachable DID's, perform one more verification step by using our local dialer through an IP phone by dialing the DID/s using the pattern below:

      1819011+DID
      (obtain the password from Arvie Mendoza)

Step 7: If the test produced the same results (the DIDs are still unreachable), Proceed to escalation immediately. Please refer to APN Escalation Matrix.

Step 8: Report the issue to APN using the *Email Template for reporting DID outages to APN*.

Step 9: Create a separate ticket under the help topic: Incident / Connectivity / DID Issue

Step 10: Send the report to the recipients as described in the *DID test and report template*.

Step 11: Update the OAM Ticket created that a downtime is encountered with the details and time it was discovered unreachable.

Step 12: Send an SMS to the following that a DID is verified to be unreachable:

IT MANAGER:
Rynel Ryson Yanes
ryanes@openaccessmarketing.com
09178535630

PROGRAM MANAGER:
Nathaniel Martinez
nmartinez@openaccessmarketing.com
09499951600

SENIOR CAMPAIGN MANAGER:
Clint Ortiz
cortiz@openaccessmarketing.com
09328879957

CAMPAIGN MANAGER:
Lily Fong
lfong@openaccessmarketing.com
09179653156

Step 13: Escalation Matrix APN

Sever	Definition	Resoluti	Perso	Contact	Email	IM

ity Level		on Period	n Involved	No.		
Severity 5	Requests/concerns that should be made/resolved within 48 hours	within 48 hours upon creation of ticket	Junior NOC Engineers Senior NOC Engineers	US TFN 1-800-330-5349 Smart Mobile - 63998-5696638 Globe Mobile - 63917-8240133 PH Landline - 632-6727800 720	s HYPERLINK "mailto:support@apntelecom.com "uppo HYPERLINK "mailto:support@apntelecom.com "rt HYPERLINK "mailto:support@apntelecom.com "@a HYPERLINK "mailto:support@apntelecom.com "pn HYPERLINK "mailto:support@apntelecom.com "t HYPERLINK "mailto:support@apntelecom.com "ele HYPERLINK "mailto:support@apntelecom.com "c HYPERLINK "mailto:support@apntelecom.com "om HYPERLINK "mailto:support@apntelecom.com ".c HYPERLINK "mailto:support@apntelecom.com "om HYPERLINK "mailto:support@apntelecom.com"	Skype ID : apn.noc.phils Livechat : www HYPERLINK "http://www.apntelecom.com/".a HYPERLINK "http://www.apntelecom.com/"pn HYPERLINK "http://www.apntelecom.com/"t HYPERLINK "http://www.apntelecom.com/"ele HYPERLINK "http://www.apntelecom.com/"c HYPERLINK "http://www.apntelecom.com/"om HYPERLINK "http://www.apntelecom.com/".c HYPERLINK "http://www.apntelecom.com/"om
Severity 4	Requests/concerns that should be made/resolved within 24 hours	within 24 hours upon creation of ticket	Senior NOC Engineers	US TFN 1-800-330-5349 Smart Mobile - 63998-5696638 Globe Mobile - 63917-8240133 PH Landline - 632-6727800-	s HYPERLINK "mailto:support@apntelecom.com "uppo HYPERLINK "mailto:support@apntelecom.com "rt HYPERLINK "mailto:support@apntelecom.com "@a HYPERLINK "mailto:support@apntelecom.com "pn HYPERLINK "mailto:support@apntelecom.com "t HYPERLINK "mailto:support@apntelecom.com "ele HYPERLINK "mailto:support@apntelecom.com "c HYPERLINK "mailto:support@apntelecom.com "om HYPERLINK "mailto:support@apntelecom.com ".c HYPERLINK "mailto:support@apntelecom.com "om HYPERLINK "mailto:support@apntelecom.com"	Skype : apn.noc.phils Livechat : www HYPERLINK "http://www.apntelecom.com/".a HYPERLINK "http://www.apntelecom.com/"pn HYPERLINK "http://www.apntelecom.com/"t HYPERLINK "http://www.apntelecom.com/"ele HYPERLINK "http://www.apntelecom.com/"c HYPERLINK "http://www.apntelecom.com/"om HYPERLINK "http://www.apntelecom.com/".c HYPERLINK "http://www.apntelecom.com/"om
Severity 3	25% ofoperations are affected	within 8 hours upon creation of	Operations Manager Yeng Molero	Smart Mobile - 63998-5941102 Smart Mobile - 63943 - 3057849 Smart Mobile -	a HYPERLINK "mailto:alain.granado@apntelecom.com"l HYPERLINK "mailto:alain.granado@apntelecom.com"a HYPERLINK "mailto:alain.granado@apntelecom.com"in HYPERLINK "mailto:alain.granado@apntelecom.com". HYPERLINK "mailto:alain.granado@apntelecom.com"g HYPERLINK "mailto:alain.granado@apntelecom.com"r HYPERLINK	Skype ID : alaingranado Skype ID : chieng22 Skype ID : bonnin.lopez

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Severity 2	50% of operations are affected	within 4 hours upon creation of ticket	Operations Manager Yeng Molero	Smart Mobile - 63998-5696632 Globe Mobile - 63917-8240132	y HYPERLINK "mailto:yeng@apntelecom.com"e HYPERLINK "mailto:yeng@apntelecom.com"n HYPERLINK "mailto:yeng@apntelecom.com"g HYPERLINK "mailto:yeng@apntelecom.com"@a HYPERLINK "mailto:yeng@apntelecom.com"pn HYPERLINK "mailto:yeng@apntelecom.com"t HYPERLINK "mailto:yeng@apntelecom.com"ele HYPERLINK "mailto:yeng@apntelecom.com"c HYPERLINK "mailto:yeng@apntelecom.com"om HYPERLINK "mailto:yeng@apntelecom.com". HYPERLINK "mailto:yeng@apntelecom.com"c HYPERLINK "mailto:yeng@apntelecom.com"om HYPERLINK "mailto:yeng@apntelecom.com"	Skype ID : yeng.molero
Severity 1	100% of operations are affected	within 2 hours upon creation of tick	CEO Kevin Ford	US Number - 1-6822022234	kevin.ford@apntelecom.com	Skype ID : apnkevin

		et				

Verification:
Step 1: Verification is described in step 4 (that DID is reachable) and step 6 (that DID is unreachable).