

KB LEVEL: DSE	KB ARTICLE	KB NUMBER:
	<i>Updated Escalation Procedures For any L5 Incident Internet Connectivity</i>	

KB Category:	N/A		
Author:	Marlon De Guzman	Date:	February 21, 2019

Problem Description:	Network Connectivity Problem
Symptoms and Cause of the issue:	No internet connection affecting production.

Procedures:

Step 1: Create a ticket number for reference of the downtime with Help Topic of Incident / Connectivity /ISP Down.

Step 2: Check all internal connectivity of ISP that has problem. This is done by Network Administrator in charge. Below is the list of contact information of each Network Administrators.

First Sequence of Contact.

Alvis Q. Bajal	Ian John B. Lastimoso	Marlon I. De Guzman
abajal@openaccess-bpo.com	ilastimoso@openaccess-bpo.com	madequzman@openaccess-bpo.com
09773539185	09081263848	09067851276

Step 3: If the issue still unresolved, the Network Administrator will escalate to Network Operations Team Lead, Maurice Mendoza. Below is his contact information.

Maurice Mendoza

Senior Network Support Engineer
mmendoza@openaccessbpo.com
09176328103

Step 4: If the issue is identified but still unresolved internally, will now escalate to IT Manager.

Rynel Yanes

IT Manager
ryanes@openaccessbpo.com
09178535630

Step 5: If companywide outage, kindly copy Joy Sebastian – VP for Operations, to all internal report.

Joy Sebastian

Vice President for Operations
jsebastian@openaccessbpo.com

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Step 6: Make sure to include the following Campaign Heads on Post-Mortem report.

WorldVentures

Nathaniel Martinez - nmartinez@openaccessbpo.com
09499951600
Clint Ortiz - cortiz@openaccessbpo.com
09173092561
Lily Fong - lfong@openaccessbpo.com
09179563156

Postmates / Quora

Nathaniel Martinez - nmartinez@openaccessbpo.com
09499951600
Myka Florendo - mflorendo@openaccessbpo.com
09062453038

MavieAsia

Nathaniel Martinez - nmartinez@openaccessbpo.com
09499951600

Bird / Ava Women

Crissy Tuazon - ctuazon@openaccessbpo.com
09177948947

Zenefits

Crissy Tuazon - ctuazon@openaccessbpo.com
09177948947
Allan Madarico – amadarico@openaccessbpo.com
09052108210

SKU / DMOPC / Mini Campaigns

Felicitus Dayao - fdayao@openaccessbpo.com
09278082025

SheerID / AnOther

Karen Castillo - kcastillo@openaccessbpo.com
09175074609

Reports / RA

Reese Mulles - rmulles@openaccessbpo.com
09175653622

Circles Life

Bobby Jusayan - bjusayan@openaccessbpo.com
09165888834

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UIPath

Nathaniel Martinez - nmartinez@openaccessbpo.com
09499951600

Post-Mortem Format

Subject: Post Mortem <<Date MM/dd/yyyy>>

Issue:

Cause:

Total agents affected:

Issue started:

Issue Resolved:

Resolution:

Step 7: Escalate the issue to ISPs helpdesk/technical support and copy the account manager. Below are the lists of contact information of each ISP.

Globe:

Joan Knika Somera
Enterprise Account Manager
Email: jmsomera@globe.com.ph
Mobile #: 09176882767
Landline: 6230060
NOC: CSDIP@bayan.com.ph
Core Data Support: tscticketing@globenet.com.ph
Other Services: issticketing@globe.com.ph
Land Line: 02-9172888
Circuit ID: DS 32-0869
Account Name: 341684072

Eastern:

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Mary Concepcion Evilla
Account Manager
Phone: (02) 300-1524
Mobile #: 09971931562
E-mail: EvillaMD@etpi.com.ph
http://utilities.eastern-tele.com/
Helpdesk Email Support:
Land Line: (+632) 300-7000
Circuit ID: 900002675 (IDS)
Account Name: 8000056143 (IDS)

PLDT:

Mary Arellano
Mobile Number: +63 920.9183133
Role: Account Manager
Email: msarellano@pldt.com.ph
Email Issue Escalation: PLDTECSAIT-BPM@pldt.com.ph

RADIUS:

Janice E. Soliman
Mobile No.: (+63) 929-8058266
Direct Line: (+632) 988.5652
Email: jesoliman@radius.net.ph
Sr. Relationship Manager
Helpdesk Email: RTIticketing@radius.net. ph
Land Line: +63 (2) 9885621
Mobile #: (+63) 939.913.3457
Circuit ID: 1100002382 (IDS)
Account Name: 800977 (IDS)
HRC Circuit ID: 1200000242 (Local Loop HRC)
HRC Account Name: 800621 (Local Loop HRC)

ESCALATION MATRICES:

PLDT:

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1st Level	177 Call Center Trouble Reporting and Ticket Creation		corporatecus-tomer@pldt.com.ph	a. Call 177 opt.1
	PLDT ESA-B		corpcust-b@pldt.com.ph	b. E-mail
				c. 1-800-1-888-5656(Domestic Toll Free for other PTC)
2nd Level	Romeo B. Ching	Incident Management Team Lead	rbching@pldt.com.ph	+639189189293
	Allan Ilano	Sr. Incident Management Specialist	asilano@pldt.com.ph	+639189189273
3rd Level	Jane Carla Jervoso		jdjervoso@pldt.com.ph	+639985964922
	James M. Gebala II		jmgebala@pldt.com.ph	+639985967798
	Narciso Porto Jr.		ncporto@pldt.com.ph	+639189189306
4th Level	Rommel Amboy	ESA-B Division Head	rfamby@pldt.com.ph	+639285068483
5th Level	Jose Rodel Narboneta	ESAM Category Head	rinarboneta@pldt.com.ph	+639189116515

Globe:

	Shift Supervisor	
Level 1	Eduardo Reyes Enjay Joaquin Mark Deniel Manuel Rommel Villalobos Toni Gonzales Mark Joseph Ancheta Gttsc-coredata@globe.com.ph 0917.797.4000	1 – 3 Hours
Level 2	Edmund Reyes Operation Manager edmreyes@glbe.com.ph 0917.588.3825	3 - 6 Hours
Level 3	Whinie Marata Head, EG/SG Level 1 Support wymarata@globe.com.ph 0917.688.3990	6 - 12 Hours
Level 4	Randy Hermogino Head, Service Operations rshermogino@globe.com.ph 0917.818.0568	12 - 24 Hours
Level 5	Mike Sy Head Support Services mssy@globe.com.ph 0917.688.0500	> 24 Hours

Eastern:

Level	INTERVAL	ETPI (Operations)	ETPI (Sales)
1	Initial	CUSTOMER SERVICE Phone: +632 300700 Fax: +632 300 1111 Email: customerservice@etpi.com.ph	MARY CONCEPCION EVILLA Account Manager Phone: +632 3001660 Mobile: +63997 1931562 Email: evillaMD@etpi.com

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2	2 Hours	CHARITY PICHEL Customer Experience Head Phone: +632 3001419 Email: +63917 8630942 Email: PicelCV@etpi.com.ph	AILENE ESCANLAR District Head Phone: +631 3001524 Mobile: +63917 5245363 Email: EscanlarAO@etpi.com.ph
3	4 Hours	FERDINAND BRECIO Network Control Center Head Phone: +632 3002410 Mobile: +63998 8535683 Email: BrecioF@etpi.com.ph	KATHRYN DENISE D. PELAYO Enterprise Head Phone: +632 3001585 Mobile: +6317 8481173 Email: PelayoKD@etpi.com.ph
4	6 Hours	EDSEL PAGLINAWAN Network Operations Head Phone: +632 3000109 Mobile: +6317 5268967 Email: PaglinawanEC@etpi.com.ph	MICHAEL S. CASTANEDA Sales Head Phone: +632 3001591 Mobile: +63178116838 Email: CastanedaMS@etpi.com.ph

RADIUS:

Escalation Level	Contact	Title	Contact Number	Email
1 st	NOC Engineer-on-duty	NOC Engineer	+632.988.5621 +632.632.8999 +63939.913.3457	RTIticketing@radius.net.ph
2 nd	Lead Technical Engineer-on-duty	Lead Technical Engineer	632.1622.6870 +63917.891.5573	RTIescalation@radius.net.ph
3 rd	Blessie M. Enriquez / Erwin V. Cayco	Duty Manager, Network Operations Center	632.988.5624 +6317.546.6396 / +632.988.5624 +63917.546.6396	RTIescalation@radius.net.ph / bmenriquez@radius.net.ph / evcayco@radius.net.ph
4 th	Paul Alexander B. Valdivia	Head, Network Operations	+632.988.5600 ext. 1502 +63917.885.7198	RTIescalation@radius.net.ph / pabvaldivia@radius.net.ph
5 th	Sherwin Michael S. Sevidal	VP/Head, Business Development & IT	+63920.960.1008	RTIescalation@radius.net.ph / smssevidal@radius.net.ph

Verification:

Step 1: Get a computer and test using ISP line.

Step 2: Check if ISP is up and running with no issues.

Step 3: ISP must provide an official incident report (IR).