



## *Network Control Center*

### **Introducing PenTeleData's new NCC - Network Control Center**

#### ***The Mission***

PenTeleData has created a department responsible for the management of "Network Genesis", one of the country's largest privately owned fiber optic networks. No matter how simple or difficult the task, the NCC is a department responsible for pro-actively monitoring the Network Genesis, providing immediate response, coordinating incoming calls, communicating current and future network health and delivering report status in real-time. Trouble-shooting our network, your connection and your network, this fully staffed department manages solutions so you don't have to. Even if an incident is not PenTeleData's problem, no matter how difficult, the NCC will get it resolved.

#### ***Why?***

Everyday companies and institutions are moving increasing amounts of critical data and processes to electronic technologies such as the Internet. As this occurs, companies are becoming increasingly more aware of the performance of the networks they are using. They understand that the level of performance and reliability they can expect to receive is only as good as the network infrastructure of their carrier. At PenTeleData you can count on receiving the best service available anywhere. PenTeleData's NCC represents our commitment to providing businesses with a communications service capable of supporting mission-critical applications.

#### ***Mission Accomplished***

In order to provide our customers with industry leading service, our NCC is fully staffed with specialists 24-hours a day. In addition to our around-the-clock pro-active monitoring, PenTeleData has also instituted a 'Ticket' Tracking System, an Escalation Procedure and 24-Hour Emergency Paging. These systems were implemented in order to keep both our NCC staff and our Engineering Team up to speed with all aspects of our network.

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*"We've evaluated  
our customer response  
program and  
implemented a 24 x 7  
Network Control  
Center to advance  
our leadership  
position in the  
tri-state area."*

**Jeff Reinhard**  
*General Manager*  
**- PenTeleData**

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Additionally, in an effort to keep our customers informed, PenTeleData posts both the current network status and the progress of all tickets on the World Wide Web: [www.engr.ptd.net](http://www.engr.ptd.net). The current network status is also available via a toll-free telephone number 24 hours a day: 1-800-281-3564

In the event you need to contact the NCC, you may contact them several ways. To ensure your questions are handled in the most effective manner possible, please use the appropriate means as indicated below.

**For customers with Dedicated or Managed Services, you may contact the NCC via the following methods:**

### **Technical Inquiries**

*(Questions pertaining to items that directly affect the operation of your service)*

**Telephone** - Customers may telephone the NCC by dialing 1-800-281-3564 ext. 2674 to talk to a network specialist. In the event the network personnel are unavailable and the call is regarding a 'Service Affecting' situation, please be sure to leave a voice mail message. This will initiate a page to a specialist on duty. The aforementioned is not to be used for Residential Questions / Reporting or Questions about a single computer dialing into a POP (Point of Presence). Please call 1-800-804-5783 for Residential Questions or POP Dialing Questions.

**E-mail** - Customers can E-mail inquiries to the NCC at [ncc@ptd.net](mailto:ncc@ptd.net). E-mail is answered with the same level of urgency as a telephone call. However, this option is best suited for Non-Service Effected inquiries.

**Web** - Inquiries or problems may also be reported via the World Wide Web by typing <http://www.engr.ptd.net> into any Internet browser. This is a web page that will alert the appropriate party.

### **Non-Technical Inquiries**

*(Questions pertaining to billing, sales, additional services, etc):*

**Telephone** - Customers may telephone the appropriate PenTeleData department by dialing 1-800-281-3564. A voice- driven menu will help you navigate to the proper department.

**E-mail** - Commercial customers may also e-mail questions directly to the commercial sales department at [prosales@ptd.net](mailto:prosales@ptd.net).

### **For Non-Dedicated or Residential Account Customers:**

Contact our customer service and technical support departments by dialing 1-800-804-5783. Please Do Not Contact the NCC. A voice-driven menu will help you navigate to the proper department.

### **VoiceMail Navigations:**

Commercial: 1(800) 281-3564

Sales ..... press 3 then 1  
Billing ..... press 3 then 2  
IST ..... press 3 then 3  
Network Status ..... press 3 then 4  
NCC ..... press 3 then 5

Residential: 1(800) 804-5783

Customer Support ..... press 2 then 1  
Network Status ..... press 2 then 2  
Technical Support ..... press 2 then 3  
Billing ..... press 2 then 4

### *FOR MORE INFORMATION*

*PenTeleData has successfully merged the new Network Control Center into its infrastructure. The NCC is now fully functional and has the ability to properly handle PenTeleData traffic. To learn how your company can take advantage of this and the other industry leading technologies, from PenTeleData call us at 1-800-281-3564 or E-Mail: [prosales@ptd.net](mailto:prosales@ptd.net)*

## **PenTeleData**

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Palmerton, PA 18071  
Tele: 1.800.281.3564  
Fax: 610.826.4707

### **Product Information:**

E-mail: [prosales@ptd.net](mailto:prosales@ptd.net)  
Web: [www.penteledata.net](http://www.penteledata.net)

