

# Carrier Management

We'll Resolve Carrier and Vendor Service Issues with Speed and Efficiency



## Splice: On the Job 24/7

Network service carriers and vendors provide a critical service for your business. And if your offices span cities, states, or countries, then you have multiple carriers, vendors, and contracts to manage. When you have a problem with your data or voice service, it can mean hours—even days—of phone calls, emails, and troubleshooting for your team. And typically, it's time you don't have—crucial business is tabled while your team works on service issues.

### Benefit from Our Relationships

Our long-standing, executive-level relationships with more than 100 carriers and vendors gives us direct, dedicated access to top technicians. Standard escalation paths are circumvented, expediting service restoration.

### Depend On Our Experience

Based in the United States, our experienced staff of IT professionals approach every service ticket with the urgency and expertise that your business demands.



## Issue Escalation and Resolution

Whether you choose Splice for telecom services or you keep your existing service provider contracts in place—we work directly and proactively with carriers and vendors to open, manage, and close service tickets on your behalf. Our IT expertise, extensive carrier and vendor relationships, and unwavering sense of urgency make us uniquely qualified to take the burden of issue resolution off your hands—24/7.

### Open a Ticket in Seconds

Requesting a service ticket is quick and easy. Simply call, email, or request a ticket online.



Splice execs are apprised of all Priority 1 issues.

### Count On Quick Resolution

Each service ticket is classified according to issue type—classifications range from Priority 1 to Priority 4. Target resolution time is 4, 8, 12, or 24 hours, according to issue classification.

## KEY BENEFITS

### US-Based Operations

Based in Salt Lake City, Utah, our operations center is open 24/7. Our experienced team of IT professionals process, escalate, and resolve service tickets around the clock.

### One Point of Contact

With Splice, you have one point of contact for all of your carrier- and vendor-related issues. Simply notify us when an incident arises and we'll handle the rest.

### Detailed Incident Tracking

With Splice Customer Connect—your personalized portal—the latest information about incidents is always at your fingertips.

### Flexible Service Plans

Our tiered ticketing plans are based on volume. Simply select the plan that fits your needs.

### Cost-Effective, Predictable Charges

You receive a recurring monthly bill, based on the service plan you choose. In many cases, our charges are lower than the cost of one part-time, entry-level employee.

PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>Service Level Objective</b>			
Outage	Degraded service	Quality issues	Information requests
<b>Issue Examples</b>			
Circuit is down; degraded service bandwidth or access	Partial use of service; intermittent problems and quality issues	Prefix updates; DNS requests	Carrier equipment access request; test assistance
<b>Ticket Creation Time</b>			
0–15 minutes	0–25 minutes	0–35 minutes	0–60 minutes
<b>Status Updates</b>			
Every hour	Every 2 hours	Every 4 hours	Every 12 hours
<b>Maximum Resolution Time</b>			
4 HOURS	8 HOURS	12 HOURS	24 HOURS



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## SERVICE PLANS

### Flexible Ticket-Based Tiers

Whether your company requires a handful of tickets a month or dozens of tickets a week, we have a service plan that's right for you. Choose from six tiers—ranging from five to 100 tickets a month—with incremental discounts provided at each tier. If you exceed your monthly allocation, no problem—we'll simply charge the individual ticket rate for your plan.

### Cost-Effective Service Contracts

We offer one-, two-, and three-year contracts. When you initiate your contract, you'll pay a one-time setup fee—no additional fees are required when you renew.

## OUR SERVICES

### Network Solutions Simplified



At Splice, our sole focus is network management—we live and breathe it 24/7. From technology trends to carrier-specific strategies, we immerse ourselves in all aspects of communications to keep our customers ahead of the curve.

## LEARN MORE

**Contact Us** 650 577 2304  
**Visit Us Online** [splicens.com/info](http://splicens.com/info)



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## Provisioning Services

Whether you need network provisioning for a new installation or you need to add, move change, or disconnect all or portions of your current network infrastructure, simply turn the task over to our team of experts and we'll work with your carrier to get the job done.

### Get the Dedicated Service You Deserve

We assign a project manager to every provisioning assignment—a seasoned IT professional who understands both the technical and the procedural sides of network provisioning.

### Count On a Proven Process

Our proven process enables us to complete provisioning projects an average of 14 days faster than carriers do.

PROVISIONING SERVICES	
<b>Project Management</b>	<b>Carrier Management</b>
<b>Installation Type</b>	<b>Milestones</b>
Initiate a new installation	Order entry
Move, change, or disconnect an installation	Engineering review
<b>Issue Resolution</b>	Site survey
Escalate and manage any issues that arise	Installation and testing
<b>Status Information</b>	<b>Communications</b>
Real-time updates, scheduled status reports	Regularly scheduled conference calls

## Ticket Escalation Path

We pride ourselves on great service; however, if a case isn't proceeding to your satisfaction, call our management team. We'll escalate your ticket immediately—both within Splice and within your carrier or vendor's organization.

