



**Contact NOC:
Your Direct Line to
deltathree's Technical Experts™**

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Solve technical issues 24 hours a day, 7 days a week with the help of our technical experts. With your own secure login, **access our Network Operations Center (NOC)** via a web based interface and interact with our technical experts to help our team solve your issues.

Web based Interface: Login page



The screenshot shows the login page for the deltathree Network Operations Center. At the top left is the deltathree logo with the tagline 'The IP Communications Network™'. Below the logo are three navigation tabs: 'Support Home', 'Contact NOC', and 'My Stuff'. The main content area is divided into two sections. The first section, titled 'Returning Users', contains a 'User ID:' label followed by a text input field, a 'Password:' label followed by a text input field, and a 'Login' button. The second section, titled 'If you have forgotten your password...', contains a 'User ID:' label followed by a text input field and an 'Email Me My Password' button. At the bottom of the page, there is a footer with the deltathree logo, the tagline 'The IP Communications Network', and contact information: '75 Broad Street, 31st Floor New York, NY 10004 Tel: 212.500.4850 Fax: 212.500.4888'.



You will receive your secure and unique Contact NOC login information from your Account Coordinator.

We will also offer you a training session for up to 2 individuals.

Access the Contact NOC system by opening <http://d3cc.custhelp.com> in an Internet browser. Once you log on, you will see the Contact NOC homepage.

Contact NOC homepage



Provide all of the details and summary of your technical issues to trained engineers at deltathree's Network Operations Center (NOC) via the Contact NOC page. With the information, our team will work with you to solve your issues.



The screenshot shows the deltathree Contact NOC form. At the top, there is a navigation bar with 'Support Home', 'Contact NOC', and 'My Stuff'. Below this, it says 'Logged in as: Tatiana'. The main section is titled 'Additional Information' and contains several fields: 'Product' and 'Category' (both dropdown menus), 'Called Country' (dropdown), 'UserID(s) (or none):' (text input), 'IP Address (or none):' (text input), 'Behind NAT ?' (radio buttons for Yes/No), 'Network Connection' (dropdown), 'Upstream Bandwidth' (dropdown), 'Downstream Bandwidth' (dropdown), 'Network Setting' (dropdown), 'Operating System' (dropdown), 'ICH SL Only' (dropdown), 'Severity' (dropdown), 'Contact Name' (text input), 'Contact Telephone' (text input), 'Contact Email' (text input), and 'Availability' (text input).

Easy to use!

Enter all of the necessary information on the Contact NOC page and click submit.



View and update the status of all of opened technical issues that you submit with the NOC by accessing the My Stuff, Incidents page.

Update your account profile in the Profile page. You can set preferences, change your password and update your contact information.



Reference #	First Name	Subject	Status Type	Date Last Updated
1 050608-000013	Tabiana	DID doesn't work with Linksys	Solved	06/16/2005 04:07 AM
2 050516-000036	Tabiana	Call forwarding not working well	Solved	06/02/2005 04:53 AM
3 050524-000017	Tabiana	Linksys doesn't work with DID	Solved	05/31/2005 04:17 AM
4 050523-000020	Tabiana	CSI - I can't log into the CSI	Solved	05/23/2005 02:58 PM
5 050511-000049	Tabiana	Linksys doesn't work with DID	Solved	05/19/2005 04:22 AM
6 050511-000048	Tabiana	Linksys doesn't work	Solved	05/11/2005 02:28 PM
7 050429-000014	Tabiana	B-number can't hear A-Number	Solved	05/05/2005 04:36 AM

User friendly interface.

See a complete list of your submitted technical issues on the Incidents page. Sort them in many ways, including by date or subject.



Take advantage of this useful application to solve technical issues 24 hours a day, 7 days a week with the help of our technical experts, via a web based interface.



THANK YOU!

For more information please visit our website <http://corp.deltathree.com/>

You can also contact our Sales Team at reseller@deltathree.com or contact your Account Manager directly.

