



network operations centre

Qualified engineers and network-technology specialists form the Uecomm Network Operations Centre, answering and actioning customer calls 24/7. 85 per cent of reported faults are fixed by the person who answered the call.

Uecomm's industry leading services provide the capability to enable the most advanced customer applications. This is backed up by a continuous services focus, evident in everything we do.

not a call centre

Our Network Operations Centre ("NOC") is not a call centre. When you contact the Uecomm helpline, you'll be speaking with an experienced team member who has strong technical and engineering expertise. This means we can get started solving the problem immediately, and you can get back to business.

Our fully manned NOC operates 24 hours a day, 7 days a week, offering a single point of contact for all operations, maintenance and network management issues associated with our customers' services.

when you NOC, we're here



Our aim is to provide exceptional customer service by reducing customer downtime through proactive maintenance and monitoring.

Because we own and operate the network, we control all the activities which take place within it. We provide permission for all works to be done and we know where, why and who is working, when they start and when they finish. What this means for you is we proactively prevent unnecessary disruptions to your service.

service and support

Our responsibilities include:

- Service restoration
- Customer updates
- Managing Service Level Agreements
- Risk management process
- Service design and delivery
- Hazard and outage co-ordination
- 24/7 network monitoring management and support
- Proactive network management
- Fault reception, management escalation and resolution
- Customer reporting including incident reports and monthly reports
- DNS Configuration

proactive network management

The Uecomm NOC is equipped with an extensive range of network monitoring, diagnostic and management tools. These tools enable rapid detection, identification and resolution of network disruptions, including logical, physical or software issues, enabling in depth monitoring of all technology platforms.

one stop shop

The experienced team of specialists that form the NOC know our customers and their networks intimately, as they often play an integral role in service implementation.

The structure of our network support and maintenance process is designed to make it simple for you. Fault escalation is closely managed according to the following criteria:

level 3 Our Tier 3 Engineering team is made up of Specialist Engineers that know our network intimately. They are network designers and recognised technology leaders, they know our network inside out. Although not called upon very often, your peace of mind is assured as they can be called upon at any hour in the event of a serious network issue.

level 2 Uecomm Tier 2 Network Engineers specialise in the technologies and platforms that Uecomm provide and are available to resolve deeper network or customer difficulties, performance degradation and service recovery 24 hours a day, 7 days a week.

level 1 The Uecomm NOC has Technical Consultants offering the first level of contact and support to customers for Network Services. Typically our Technical Service Consultant will handle faults and issues that can be resolved quickly. No scripted questions, no call centre and good technical know-how.

contact us

For more information, contact your Account Manager, call Uecomm on 1800 832 666 or visit our website at www.uecomm.com.au