

TECHNICAL SUPPORT & ESCALATION

World-Class Technical Support

GlobeNet's highly trained multilingual (English/Spanish/Portuguese) staff is committed to delivering 24x7x365 real-time proactive network monitoring, skilled trouble resolution, and superior customer service. Our Technical Support Center's (TSC) monitor and control the network through a sophisticated set of network management tools. The primary TSC located in Boca Raton, USA and a redundant backup TSC in located Rio de Janeiro, Brazil.

Please contact the TSC to report a service issue via the phone or email. Email submissions require the following information:

- Contact Details
- Description of Issue
- GlobeNet Circuit ID
- Date/Time the Issue Commenced

Our TSC operators proactively manage service issues and will keep you informed of the resolution status. Our team strives to have technical support issues resolved immediately, should there be a need for escalation our contact list is below.

Order of Escalation

ORDER OF ESCALATION	NAME	CONTACT INFORMATION
All Inquiries	Technical Support Center	Main: +1.561.750.2488 tsc@globenet.net
Cases Exceeding 3 Hours	Operation Manager Fernando Kato	Main: +1.561.314.0517 Mobile: +1.561.543.7674 fernando.kato@globenet.net
Cases Exceeding 6 Hours	Director, Engineering & Operations Luiz Alonso	Main: +1.561.314.0505 Mobile: +1.561.756.2514 luiz.alonso@globenet.net

Testing and Activation

Once the circuit has been provisioned and implemented, you will be notified by your account manager that the circuit is ready for testing and acceptance. Upon notification, you will be awarded 7-days to conduct the testing and ensure the service has been delivered in compliance with the signed Service Order Form.

Testing Parameters

- IPL/SDH Circuits: Bit Error Rate (BER)
- Ethernet Circuit: RFC 2544
- SDH Plus: BER and Verification of BGP Session
- Ethernet Plus: RFC 2544 and Verification of BGP Session