To our Valued Customers,

As ETI continues to grow, we are constantly striving to deliver the highest level of customer satisfaction possible by providing outstanding technical support. To help us achieve quick resolution of support calls and emails we will be requesting from you as standard practice the following **key** information:

1. Customer Internal Ticket Reference (if applicable) or (if none) Company Name.
2. Point of contact (The name of the customer reporting the issue).
3. Issue Type:
   - Provisioning (Fiber Provisioning Issue, DSL Provisioning Issue, Video Provisioning Issue, Phone Provisioning Issue, Provisioning Question).
   - API (Host Interface Issue, Batch Interface Issue, Authentication Issue, API Question).
   - Billing (PPV Issue, VOD Issue, Billing Question).
   - User Interface (Web UI Issue, Desktop UI Issue, Analytics Issue, FMS Issue, UI Question).
   - Server and Infrastructure (Hardware Issue, Environment Issue, Update Software Version, Infrastructure Question).
   - General Requests (General Issue, General Question).
4. Summary (A very high-level description of the problem explained by the customer).
5. Hostname/Ip address (the server host where the issue has occurred).
6. Triad Version (cbversion).
7. User and User Class Permission.
8. Org Name and Type (Front Office or Back Office).
9. The Type of issue encountered (GUI or Server).
10. Date and Time of issue encountered.
11. What vendor and technology are involved (Alcatel-APC GPON, Calix-E7 XML DSL, Genband-G6, etc)?
12. Description of the Issue:
    - This field should include step by step instructions of the use case to incur this issue.
    - Basic Information to include about a subscriber
      - Subscriber ID
      - Device ID
      - Operation (Refresh Device, etc).
13. State of the Environment:

- Has this issue occurred previously in the past?
- Was anything done to the server recently before this issue surfaced (was Triad or the OS updated recently, etc)?
- The level of impact on operations. (How many subscribers are affected by this issue)?
- Does this issue completely block daily operations or is there a workaround that can be used until it is resolved?

14. Attachments (Screenshots of the error).
15. What is the criticality of the issue (Low, Medium, High or Critical)?

Our goal is to improve the effectiveness of our communication with you, by initially establishing this key information so that we may provide an accurate answer to your question or start immediately working the issue to resolution. We appreciate your participation in helping us improve the service we take great pride in providing to you.

If you need to reach ETI technical Support, please call (800) 332-1078 and choose option #1, day or night. You can also send an email to techsupport@etisoftware.com (not intended for critical items).

We thank you for your business,

ETI Technical Support Team