SyncGlobal Telecom
GROUNDED LOCALLY | REACHING GLOBALLY

Network Operations Center

Trouble Reporting : 678-821-1NOC

To report a service-affecting emergency:

➤ **Dial 678-821-1NOC (1662)**
  ➤ Calls made after normal business hours or during times of heavy call volume may be directed to an automated options menu. Please listen to the message carefully.
    ➤ For service-affecting EMERGENCIES, select option #1
      ➤ You will be prompted to leave your name, company name, call back number, and a brief description of the service issue. The emergency messaging system will then broadcast pager and email alerts to all support personnel, and you will receive a live call-back within 15 minutes.
    ➤ To leave a non-emergency message in the NOC general voicemail, select option #2

To report a non-emergency service issue, utilize SynGlobal's email ticketing system.

➤ **Email ticket@syncglobal.net. Include the following:**
  ➤ Customer name
  ➤ Name of person reporting the issue
  ➤ Office and cell numbers of person reporting
  ➤ Service location(s) experiencing the problem
  ➤ Description of service issue

Upon receipt of the email, SyncGlobal's ticketing system will send an automatic reply to the customer email address that initiated the ticket. The reply email will confirm receipt of the trouble ticket and contain the SyncGlobal-assigned ticket number associated with the trouble ticket.

To speed trouble resolution, please provide a thorough description of the service issue. Customers will be contacted directly if additional information is needed. An update will be provided via email or by phone as soon as information is available.

NOTE: Trouble reports sent to any SyncGlobal email address other than ticket@syncglobal.net will not be automatically entered into SyncGlobal's ticket tracking system and response cannot be guaranteed.

GROUNDED LOCALLY | REACHING GLOBALLY