**“TELE” On-Call Instructions**

 **11-25-14**

Sometimes Public Safety has issues with their phone system and they have been instructed to contact ComTech “TELE” group themselves. If they have issues getting in touch with the On-Call “TELE” person, they may call and ask Operations to contact ComTech “TELE” group for them. (Public Safety does not have the on-call phone numbers). Please use the following contact info to call (not page) the “TELE” group. I will post the rotation schedule. This is **NOT** the regular on-call ComTech network personnel.

**Matthew Castle**

macastle

910-474-9593

**TJ Buffaloe**

tbuffal
919-805-7678

**Gerry Tibbetts**
getibbet
919-564-9797

**Trish Palmer**
papalmer
919-825-9993

Public Safety has been given the following instructions for contacting the “TELE” personnel for phone issues. From Kristina Kelly of the NOC.

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Hello,

We have reached an agreement with our Operations group in Hillsborough building, which is manned 24x7, to provide Public Safety with a way to escalate an after-hours emergency request in the case of a missed response to the original page.

Please follow the instructions below to submit an after hours emergency request.

* Dial 515-7099
* Leave an emergency on-call page
* If no response within **1 HOUR** please call 515-5500
* Let them know you need to page the on-call person for the ComTech **TELE** group
	+ Make sure to establish you are calling for the TELE group since Comtech has two separate on-call groups: TELE and NETWORK. If you reach the NETWORK on-call person, they will not be able to resolve the issue.
* Please leave your name and contact information
* The Operations group will call the TELE on-call person to relay the contact information.
* If there is no response, they will continue to try to reach the on-call person and then rotate through the available on-call staff until they are able to reach a person directly.

We hope that this will resolve any issues Public Safety has with reaching our on-call staff after hours.

Let me know if you have any questions about this process. Please distribute to your staff as you see fit.

Thanks, Kristina