

# NJEDGE.NET PROCEDURES FOR TROUBLE REPORTING CO-LOCATED MEMBERS (SEPTEMBER 2020)

PLEASE PRINT THIS DOCUMENT SO THAT IT WILL BE AVAILABLE DURING NETWORK OUTAGES.

If you have lost connectivity to NJEdge.Net, it will be necessary to perform these initial tests to begin the trouble isolation process.

## STEP 1: TEST YOUR CONNECTION TO NJEDGE.NET FOR CO-LOCATED MEMBERS

Members connected to the NJEdge.Net running BGP should log in to their edge router, ensure that the interface connected to NJEdge is showing Line up and Protocol up and ping the NJEdge.Net peer address.

Members connected to the NJEdge.Net running LISP should log in to their edge router, ensure that the interface connected to NJEdge is showing Line up and Protocol up and ping the default route next hop address.

Members connected to the NJEdge.Net that use static routing should log in to their edge router, ensure that the interface connected to NJEdge is showing Line up and Protocol up and ping the default route next hop address.

### Was the ping successful?

- YES: A successful reply indicates that your connection is up and running. Skip Step 2 & 3 and go to Step 4 'Notify Highpoint.'
- NO: If the ping was unsuccessful or the interface is not indicating Line up and Protocol up, this indicates a POTENTIAL problem between your Router and the NJEdge.Net Network. Further troubleshooting is required. Go to Step 2.

## STEP 2: CONTACT YOUR FIBER AND CROSS CONNECT PROVIDER TO ENSURE THERE ARE NO MAINTENANCE ACTIVITIES.

Further problem resolution may require on-site troubleshooting by NJEdge.Net.

Fiber and Cross Connect Providers:

### **Crown Castle Ethernet Private Line and Dark Fiber**

Crown Castle NOC: (855) 93-FIBER

### **Fibertech Ethernet Private Line and Dark Fiber**

Fibertech labeled circuits are now provided and supported by Crown Castle. See above contact information.

### **Sunesys Ethernet Private Line and Dark Fiber**

Sunesys labeled circuits are now provided and supported by Crown Castle. See above contact information

### **Lightower Ethernet Private Line and Dark Fiber**

Lightower labeled circuits are now provided and supported by Crown Castle. See above contact information

### **Zenfi Networks (formerly Cross) River Ethernet Private Line and Dark Fiber**

Zenfi NOC: (888) 854-7475

When reporting an outage, you must provide the following information:

- Name of the institution making the report
- Name of contact person reporting the problem
- Telephone number to call back to with status updates
- Location(s) with the problem
- Location(s) contact name with phone, pager, or cellular number
- Location(s) access instructions, if required
- Circuit ID or the fiber or port number with the problem
- Description of the problem with as much detail as possible
- Time and date the problem occurred or started
- The customer service person will provide you with a Trouble Ticket number

### STEP 3: NOTIFY HIGHPOINT

NJEdge has partnered with Highpoint to provide 24x7 network management on behalf of the membership.

#### Highpoint NOC: 855-485-8324

As part of this agreement, Highpoint will pursue last mile fiber issues by following up on the trouble ticket provided in "Step 2" above.

Advise them that you are a connected NJEdge member, and that you are experiencing a service impacting issue.

Provide them with any information that resulted from your call with your last mile provider including any trouble ticket ID's and the phone number you called to report the outage.

Request a ticket number from them and verify your contact information.

Highpoint will notify NJEdge.net and begin to work the trouble.

Should the issue already have been verified to be with your last mile provider, they will contact them to pursue the open ticket.

As a precaution, please send an email to [trouble@NJEdge.net](mailto:trouble@NJEdge.net) with the date of trouble, institution, ticket number(s) name and contact details of contact person and a detailed description of the problem. Maintain a written narrative and email [trouble@NJEdge.net](mailto:trouble@NJEdge.net) after the issue is resolved.

### STEP 4: NEXT STEPS: ESCALATION

#### Request for Status or Escalation Procedures:

To inquire about the status of your trouble call Highpoint at the number shown above and ask for the trouble status using the Highpoint Trouble Ticket number provided. If you are not satisfied with the status or for other reasons wish to escalate the problem, please ask to speak with a **Supervisor** in the NOC.

#### NJEdge Escalation

If you feel that either Highpoint or the last mile carrier are not being appropriately responsive to your outage situation, please contact:

Bruce Tyrrell

AVP, Programs and Services

Email: [tyrrell@NJEdge.net](mailto:tyrrell@NJEdge.net)

Cell Phone: 609-276-6928

