

# NOC (Network Operations Center)

Knock on this door at 3:30 in the morning and you won't be waking anyone up—and not just because it's Las Vegas.


This is TelePacific's NOC (Network Operations Center) and it's buzzing with activity 24/7/365. The NOC is staffed and watching over the network around the clock to ensure that your telecommunications services are up and running when you are.

From this centralized location, the TelePacific voice and IP network is managed and monitored. The NOC coordinates quick resolution of network problems, oversees network changes, and monitors the routers, switches, hubs and UPS systems that keep the network operating smoothly.

The NOC is able to monitor the entire TelePacific infrastructure and diagnose problems as they occur, which means peace of mind for you.

#### What the NOC does for you:

- ▶ **Protects your network** through active participation in managing network events and trends, executes action plans as warranted, working with internal groups and 3rd party vendors to find permanent resolution for recurring issues.
- ▶ **Measures performance against standards** and drives for quick resolution for the customer if the network fails and drives proactive plans to reduce overall customer impact.
- ▶ **Restores, then repairs.** Customer restoration is the primary initiative during any network event. The NOC will strive to find any method of restoring service and then perform permanent repair in a maintenance window when possible to do so.
- ▶ **Drives a proactive, preventative maintenance culture** within Network Services and throughout TelePacific and its suppliers.
- ▶ **Performs root cause analysis** case reviews and provides reports to drive results.



TelePacific's  
Las Vegas-based  
NOC oversees  
the network  
performance  
24/7/365 to  
ensure quality  
of service.

