Client Guide

2018

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Introduction

Welcome to GTT! Thank you for choosing us as your service provider. This new client welcome guide provides essential information regarding your services.

At GTT, we are committed to delivering outstanding client experience with simplicity, speed and agility. You will find us easy to work with, extremely responsive to your requests and flexible in meeting your specific business needs.

Starting Your Service with GTT

Your Account Manager

Your GTT account manager is your first point of contact for all non-technical support issues related to your service. Please reference your service order form for your account manager's name.

Your account manager can assist you with many items, including:

- Pre-sales technical support
- Quotes for new services
- Facilitating communications with other GTT departments
- Handling moves, adds or changes to services

Access to the EtherVision Client Portal

EtherVision is GTT's easy-to-use, online client portal that helps you monitor and manage your services. Your project manager (PM) will activate your EtherVision account and provide you with login credentials during service implementation.

You can access EtherVision at this URL: https://ethervision.gtt.net/sign-in or by going to GTT's website, www.gtt.net, and clicking on the EtherVision login located in the top right-hand corner of the homepage.

EtherVision provides features that include:

- Contact information for all queries, including your NOC support number and your account team's contact information
- A dashboard that provides a quick overview of the health of your services
- A list of active services
- The ability to request quotes for new services
- A list of submitted trouble tickets and status updates
- Current and past invoices, as well as the ability to submit billing inquiries and request SLA credits

Service Delivery

GTT Service Delivery Team

GTT's global service delivery team is responsible for service implementation for all of your GTT services worldwide. You will be assigned a project manager (PM) who will be your main point of contact during implementation and will oversee the service delivery process.

Once your order has been processed, you will receive an acknowledgement email containing the PM's contact information.

During service implementation, the PM will:

- Confirm the order design, service type and service location(s)
- Confirm key technical requirements
- Provide initial timeline expectation(s) and critical tasks/milestones
- Communicate with you at key provisioning milestones
- Coordinate service activation and acceptance
- Ensure accuracy of your first invoice

Your PM will also provide you with a roles and responsibilities matrix with contact information for the regional team supporting your implementation.

Service Delivery Process

Step 1: Order Requirements Review

To start the order process, your PM will meet with you to ensure that the service delivery team has the required information to provision your services correctly.

During this phase, your PM will:

- Gather and review the technical order details with your provisioning contact (local contact information, connection types, extended demarcation information, LOA/CFA, specialized IP requirements, etc.)
- Confirm responsibilities between GTT and your point of contact — cross-connects, hand-off points, etc.
- Confirm your required due date and review project timelines

Step 2: Provisioning Services

During this phase, the service delivery team will:

- Submit applicable order(s) to GTT's access vendors for off-net components (when required)
- Send an order status update indicating an estimated service installation date
- Track critical milestones and issuance of the Firm Order Commitment (FOC) date

On the FOC date, GTT will:

- Verify that services (on-net and off-net) have been successfully tested to the point of demarcation (DMARC)

- Provide you with DMARC information, relevant technical information and circuit IDs

- Confirm that the service installation is complete, and the service is ready for use

- Upon start of service notification, if activation support is required, we will:

- Coordinate end-to-end testing with you, GTT's engineering team and any third-party vendors

- Confirm that we have addressed all of your technical requirements and that you have accepted the service

Step 3: Production Billing and NOC Support

Once the service is installed, the service delivery team will:

- Initiate billing from the start of service date

- Provide you with a link to an online survey to obtain your feedback

- Initiate service support with our Network Operations Center

Technical Support

GTT Global Network Operations Centers (NOCs)

For technical service issues, performance degradations or outages, please contact the GTT global Network Operations Center (NOC). Contact information for GTT's NOCs is located on the EtherVision site. You are assigned to a specific NOC based on its ability to immediately address your technical needs. It is important that you contact the correct NOC.

When you contact the GTT NOC, you will receive support on ticket creation, service status and management escalation.

GTT's NOCs:

- Monitor operations of all backbone links and network devices

- Ensure continuous operation of GTT's client services and devices

- Troubleshoot all network-related problems

GTT NOC Contact Information and Management Escalation

The GTT NOC will automatically escalate issues on your behalf; however, in the event of an emergency, please follow the management escalation list provided in EtherVision.

Details of how to find this information is contained later in this document.

Planned and Emergency Maintenance

GTT performs scheduled network maintenance during specific timeframes. We will send notification of network maintenance to your contact on record in advance of these scheduled events according to the intervals listed below.

Type	Notification Period	Maintenance Window
Planned	Minimum 10 days' advance notice	Monday – Friday 12:00 a.m. – 6:00 a.m. local time
Emergency	Under 10 days' advance notice	Monday – Friday 12:00 a.m. – 6:00 a.m. local time

*** Urgent demand maintenance may require work outside of normal time window ***

Local time is defined as the time zone in which the maintenance activity takes place.

Finding Contact Information in EtherVision

The initial screen in EtherVision contains access to all essential contact numbers and email addresses for installation, service and account issues. The Contact List section contains three tabs.

Account Managers

- This tab contains the contact information for your account director.

Project Managers

- If you have any issues during your service delivery, the contact details for your project manager are contained in this tab.

NOC Contacts

- The NOC Contacts tab contains the email and phone number for your specific NOC along with the escalation list you should follow if you need an emergency escalation.

Billing

Overview

GTT's billing department is responsible for all billing transactions, including:

- Processing and sending invoices

- Assessing SLA credits for outages

- Processing and resolving disputes

- Applying payments and issuing refunds

Billing Inquiries

If you have a billing inquiry, please contact GTT billing at the phone number listed on your invoice or send an email to billing@gtt.net. You can also submit an inquiry through the EtherVision client portal. When contacting GTT for billing inquiries, please provide the following information:

- Client account number

- GTT circuit ID/PON number

- Invoice number(s)

- Billing contact name

- Billing contact phone number and email address

- Reason for your inquiry

Invoices and Payment

All invoices are sent to clients by email.

Payments can be made by wire transfer, check, e-check or credit card. Please refer to your invoice for remittance information.

How to Read Your Invoice

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GTT Communications, Inc. **1**
7900 Tysons One Place
Suite 1450
Mclean, VA 22102

XXXXXXXXXXXX **2**
XXXXXXXXXXXXX
XXXXXXXXX
XXXXXXXXXXXXX
XXXXXXXXXXXX

3 Invoice Summary

Customer Number	XXXXXXXXX
Invoice Number	A_INV-XXXXX
Invoice Date	10-Jun-16
Due Date	09-Jul-16
Finance Charges	$0.15
Current Charges	$382.63
Total Due (USD)	**$382.78**

For inquiries please call +1-855-488-7629, Mon-Fri 8am-5pm EST or email
billing@gtt.net.

Important Messages **4**

Dear GTT Customer,

If you have any questions or concerns please feel free to contact billing@gtt.net.

Please detach and return the below portion with your payment.

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GTT Communications, Inc.
7900 Tysons One Place
Suite 1450
Mclean, VA 22102

XXXXXXXXXXXX
XXXXXXXXXXXXX
XXXXXXXXX
XXXXXXXXXXXXX
XXXXXXXXXXXX

5 Remittance Section

Customer Number:	XXXXXXXXX
Invoice Number:	A_INV-XXXXX
PO Number:	
Invoice Date:	10-Jun-16
Due Date:	09-Jul-16
Total Due (USD):	**$382.78**
Amount Enclosed:	$_____

Please include remittance with payment payable to: *GTT Communications, Inc.*

☐ To change billing address or pay by credit card, check here and complete the
reverse side.

Remit to Address:
GTT Communications, Inc.
PO Box 842630
Dallas, TX 75284-2630

1 GTT office address

2 Client billing contact name and address

3 Client billing record summary including the total amount due

4 Any applicable important message(s) are included here

5 The remittance section to be included and returned with payment

For Payments made by WIRE/ACH ▮6

Remit To: GTT Communications, Inc.
Bank Name: Bank of America
Bank Address: 222 Broadway
               New York, NY 10038

Account No.:   XXXXXXXXXXXX
Routing No.:   XXXXXXXXX
SWIFT CODE: BOFAUS3N

For Payments made by Check

Remit To: GTT Communications, Inc.
Address: PO Box 842630
               Dallas, TX 75284-2630

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Please complete the below form if you have moved or need to update your credit card information

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☐ I have moved ☐ Please update my billing information only

Please complete the following and remit this portion with your payment. Your records will be updated upon request.

Effective Date:_____ Account Name:_____ Customer Number:_____

New Address:_____ City:_____ State:_____ Zip:_____

Contact Name:_____ Daytime Phone:_____

Other Phone:_____ E-mail Address:_____

We accept the following credit cards for payment:☐ Discover ☐ VISA ☐ Mastercard

Please choose one: ☐ All future payments ☐ One-Time only

Card Number: _____ CVV#:_____ Cardholder Name:_____ Expiration Date: _____

Billing Address: _____ City: _____ State: _____ Zip:_____

Amount Authorized: $_____ Signature: _____

▮6   Payment options and instructions for submitting payments to GTT

▮7   Form for change of address and credit card information

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Account Name	Invoice Date	**8** Invoice Number
XXXXXXXXXXXX	2016-06-10	A_INV-XX XXX

Detail of Charges

Service ID **9**	Description	CPON	Start Date	End Date	Type	Qty	Rate	Amount
10	XXXXXX XXXXXX XXXX XX XXXXXX XXXX XXX							
TN/DIA/00589266 **11**	2293-233233	XXXXX			**12**			
233233-771721-	Onelink Integrated Voice/Data NetDirect 6.0/768		01-Jun-16	30-Jun-16	MRC	1	$299.00	$299.00
233233-771724-	MSS - Moraga		01-Jun-16	30-Jun-16	MRC	1	$49.00	$49.00
	Regulatory Recovery Surcharge				Surcharge			$34.63
							Subtotal	**$382.63**

		13
Current Charges		$382.63
Finance Charges		$0.15

Summary of Charges

Service Locations	1
Monthly Recurring Charges	$348.00
Regulatory Recovery Surcharge	$34.63
Finance Charges	$0.15
Total Charges	**$382.78**

8 Invoice number

9 Type of service being billed

10 Service address

11 Service description

12 Charge type (monthly recurring charge or one-time charge)

13 Total charges

Disconnections

All disconnections need to be sent to our disconnections email address: disconnects@gtt.net

You are required to include the following information:

1. GTT Service ID
2. GTT PON (this is on your invoice)
3. Requested disconnect date

A clearly marked snapshot of your invoice with the services that you require disconnecting will suffice for 1 and 2 above.

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Requests for SLA Credits for Outages

Please submit all requests for SLA credits to billing@gtt.net. Please include the following information in your email:

- Client account number
- GTT service ID or GTT PON number
- Contact name
- Contact information (phone and email)
- GTT ticket number(s)
- Summary of the SLA credit for outages you are looking to recover

EtherVision Client Portal – Billing Section

The billing section of EtherVision allows you to:

- View past and current invoices
- Send billing inquiries
- Submit your requests for SLA credits for outages

Useful Billing Forms

Included below are frequently requested billing forms:

- Credit Card and Bank Draft Authorization Form

  Credit Card and
  Bank Authorization

- Form W-9 – GTT Communications Taxpayer ID with Addendum

  W-9 – GTT
  Communications Tax