splice™

CARRIER MANAGEMENT

URGENCY AND EXCELLENCE 24/7

Business communications are the life blood of every business, so when a network outage or service degradation occurs, the loss of productivity is time and money lost. Instead of working those issues internally, outsource the management and support of your telecom services to Splice. A simple Letter of Authorization will allow Splice to manage; Circuit and Voice Provisioning, Adds, Moves/Changes, Trouble Ticketing and Carrier Escalation.

By outsourcing Carrier Management and Support to Splice, your business will maximize network uptime while your operations staff focusses on higher network priorities and tasks.

DEPEND ON OUR EXPERIENCE

Based in the United States, our experienced staff of IT professionals approach every service ticket with the urgency and expertise that your business demands.

BENEFIT FROM OUR RELATIONSHIPS

Our long-standing executive-level relationships with more than 100 carriers and vendors gives us direct, dedicated access to top technicians. Standard escalation paths are circumvented, expediting service restoration.

KEY BENEFITS

- US - BASED OPERATIONS
- ONE POINT OF CONTACT
- FLEXIBLE SERVICE PLANS
- DETAILED INCIDENT TRACKING
- COST-EFFECTIVE, PREDICTABLE CHARGES

OUR SERVICES

At Splice, our sole focus is network management - we live and breathe it 24/7. From technology trends to carrier specific strategies, we immerse ourselves in all aspects of communications to keep our customers ahead of the curve.

WE WILL RESOLVE CARRIER AND VENDOR SERVICE ISSUES WITH SPEED AND EFFICIENCY.   ON THE JOB 24/7

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ISSUE ESCALATION + RESOLUTION

Regardless of the number of data / voice circuits, telecom carriers or locations on your network, Splice provides a single point of contact to resolve all carrier related service issues. Our U.S. Based team has over 40 years of collective telecommunications service expertise and is available 24x7x365 to quickly respond, escalate and resolve all incidents.

Because of our nearly 20 years of experience and direct contracts with over 100 global carriers, our team has executive escalation access, which empowers us to bypass standard layers of bureaucracy and prioritize our clients service issues immediately. We manage everything from opening a carrier ticket, escalating, dispatching carrier techs onsite and testing services.

Open A Ticket in Seconds
Requesting a service ticket is quick and easy. Simply call, email or request a ticket online.

Count On Quick Resolution
Each service ticket is classified according to issue type - classifications range from Priority 1 to Priority 4. - Target resolution time is 4, 8, 12 or 24 hours, according to issue classification.

PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
SERVICE LEVEL OBJECTIVE			
Outage	Degraded Service	Quality Issues	Info Requests
ISSUE EXAMPLES			
Circuit is down; Degraded Service Bandwidth or Access	Partial use of Service; Intermittent Problems + Quality Issues	Prefix Updates (DNS Requests)	Carrier Equipment Access Request; Test Assistance
TICKET CREATION TIME			
0-15 minutes	0-25 minutes	0-35 minutes	0-60 minutes
STATUS UPDATES			
Every Hour	Every 2 Hours	Every 4 Hours	Every 12 Hours
MAXIMUM RESOLUTION TIME			
4	8	12	24

SERVICE PLANS

Flexible Ticket-based Tiers
Based on the quantity of circuits or the average volume of incidents, we have a service plan that's right for you.

Choose from six tiers - ranging from 25+ to 100+ tickets per month - with incremental discounts provided at each tier. Ticket tiers and associated pricing can be adjusted based on actual ticket usage.

Cost-effective Service Contracts
We offer one- two- and three-year contracts. When you initiate your contract, you'll pay a one-time setup fee - no additional fees are required when you renew.

PROVISIONING SERVICES

Whether you need network provisioning for a new installation or you need to add, move, change or disconnect all of or portions of your current network infrastructure, simply turn the task over to our team of experts and we'll work with your carrier to get the job done.

PROJECT MANAGEMENT

INSTALLATION TYPE
- INITIATE A NEW INSTALLATION
- MOVE, CHANGE or DISCONNECT

ISSUE RESOLUTION
- ESCALATE + MANAGE ANY ISSUES THAT ARISE

STATUS INFORMATION
- REAL-TIME UPDATES; SCHEDULED STATUS REPORTS

CARRIER MANAGEMENT

MILESTONES
- ORDER ENTRY
- ENGINEERING REVIEW
- SITE SURVEY
- INSTALLATION + TESTING

COMMUNICATIONS
- REGULARLY SCHEDULED CONF CALLS

GET THE DEDICATED SERVICE YOU DESERVE
We assign a project manager to every provisioning assignment - a seasoned IT professional who understands both the technical and procedural sides of network provisioning.

COUNT ON A PROVEN PROCESS
Our proven process enables us to complete provisioning projects an average of 14 days faster than carriers do.

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