

## EMAIL NOTIFICATION OF SUPPORT REQUESTS

### Introduction

Whenever a Service Request status is changed, i.e., initiated, resolved, or closed, by Globix or the client, the Globix Support Management System will automatically generate email notifications to clients. This EMail Notification System furthers timely communication between Globix and its clients with regard to support issues.

### Purpose

This document will detail several aspects of the EMail Notification System. It will also explain the guidelines for when and to whom the notifications will be sent. Sample messages will be displayed in the document.

### Guidelines

1. Clients may request to open a Support Request by sending an email to [support@globix.com](mailto:support@globix.com) (please only submit *plain text* emails), by accessing the Globix client extranet (<https://tswb.globix.net>) or by calling (877)-2GLOBIX. The Globix monitoring system may also generate a Support Request on a client's behalf upon detecting a service issue.
2. Notifications will be sent when the status of a Support Request changes, for instance, when a new ticket is opened, or when an open ticket is resolved.
3. Email notifications will be sent *only* to authorized account contacts, as stated in the Master Service Agreement and in the Globix Contact List. Notifications will also be sent to the Globix personnel working on the ticket.
4. To change the email address or contact person receiving email notifications, contact Customer Support by emailing [support@globix.com](mailto:support@globix.com) or by calling (877)-2GLOBIX, or you can change it on the Globix client extranet (<https://tswb.globix.net>).
5. Clients may respond to email notifications by sending an email to [support@globix.com](mailto:support@globix.com). The **full Support Request number** (i.e., TT00012345) must be displayed in the subject portion of the email. The Support Request will then be amended, and appropriate staff notified of the update.