



NETWORK OPERATIONS CENTRE

The Ontario Research and Innovation Optical Network
360 Bay Street, 7th Floor
Toronto, Ontario M5H 2V6

Phone: 416-507-9860 / Fax: 416-507-9862
E-mail: info@orano.on.ca / Web: www.orion.on.ca

1-866-862-0554

(7 days a week, 24 hours a day)

TO REPORT ANY NETWORK OUTAGE

Please have the following information ready:

- Name and Return Phone Number
- Site Location
- E-mail Address
- Description of Outage

FOR ALL OTHER TECHNICAL ISSUES

Please call or e-mail ORION and you will be directed to the appropriate individual.
(416) 507-9860 or noc@orion.on.ca

ESCALATION PROCEDURE

The escalation levels for service affecting outages are as follows:

Level	Contact	E-mail	Telephone	Elapsed Time
1	NOC	noc@orion.on.ca	1-866-862-0554	0 minutes
2	Engineering	engineering@orion.on.ca	416-507-9860*	30 minutes
3	Director	sam.mokbel@orion.on.ca	416-507-9860 ext. 223*	2 hours
4	President & CEO	phil.baker@orion.on.ca	416-507-9860 ext. 222*	24 hours

Phone numbers marked (*) are business numbers at which individuals can be reached during normal business hours.
Outside of these hours, each of the individuals can be reached through the toll free support number.