

CUSTOMER SERVICE AND SUPPORT MANUAL - HISPASAT

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1 Introduction

In 2014, Hispasat Group's customer service and support tools were deployed for the purpose of improving the service provided to customers. In 2019, the Group decided to update these tools in order to adapt them as much as possible to the needs of each customer and with the recommendations collected through a satisfaction survey.

Hispasat Group provides its customers with three forms of contact to improve customer service and support.

1. A WEB access to the unique globalized ticket management system called Hispasat Support Center (<https://hispasat.atlassian.net/servicedesk/customer>). It is the most efficient way, allowing the Support team to create different types of issues or to follow up on those already created.
2. A queued telephone support service (Contact Center) that operates 24/7, allowing the Support team to handle customer issues in case they are unable to reach us through a ticket.
3. Via e-mail to open a ticket in the Hispasat Support Center for any type of query for the different e-mail addresses per project.
 - Managed Capacity and Teleport Services: tickets.CSC@hispasat.com
 - Space Capacity: PMC-Ticketing@hispasat.com
 - Hispasat Peru (Video): telepuertolurin@hispasat.com

2 Customer Service and Support

It is strictly necessary for Hispasat's Support area to have an operational customer contact available 24x7.

Any type of matter that the customer wishes to communicate or consult with Hispasat (Incident, Complaint/Claim, Request, or Suggestion) **requires the creation of a ticket in Hispasat's Support Center tool (Jira)**.

There are two additional contact channels besides the Hispasat Support Center (Jira): **via telephone through the Contact Center and via email**. However, response times are longer compared to creating a ticket.



Via telephone to the Contact Center

The Contact Center consists of a queued system with several recorded messages describing the different departments within Hispasat that can provide assistance. The customer must select option 3, CSC (for Managed Capacity matters), in order to be attended by the Level 1 team, which is staffed by technical personnel. It is important that the customer provides the controller with the necessary information so that their services can be quickly identified.

Key aspects to keep in mind about the Contact Center:

- When calling, you can shorten the automated message by pressing key 1 to select service in Spanish.
- If a case is already open, you may provide the ticket ID number to avoid having to give additional information.

The Hispasat Contact Center phone numbers, depending on the country of origin, are as follows:

COUNTRY	TELEPHONE	SUPPORT	NOC
Spain	+34 910 609 862	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
	+34 910 608 629		
	+34 911 938 830		
	+34 910 609 325	ALIGNMENT.	ARGANDA
	+34 910 609 851		
	+34 910 604 825		
	+34 911 938 831	MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA
	+34 911 939 689		
	+34 910 608 628		
+34 910 609 318			
Brazil	+55 21 2555 4808	CUSTOMER SUPPORT CENTER (PMC – CSC)	RIO
	+55 21 99899 6083		
	0800 282 9488 (TOLL FREE)	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
	+55 21 4042 0261		
	+55 21 4042 0541		
	0800 888 5871 (TOLL FREE)	ALIGNMENTS / BOOKING.	RIO
+55 21 4042 0079	ALIGNMENTS.	RIO	
Argentina	+54 11 5217 0785	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
		ALIGNMENTS.	
Belgium	+32 2 588 20 76	MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
		CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	
		ALIGNMENTS.	
Chile	+56 2 2898 8247	MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
		CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	
		ALIGNMENTS.	
Colombia	+57 1 344 1796	MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
		CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	
		ALIGNMENTS.	

COUNTRY	TELEPHONE	SUPPORT	NOC
	+57 1 381 9931	ALIGNMENTS.	ARGANDA MANAGED CAPACITY
France	+33 1 83 75 34 86	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS / BOOKING	ARGANDA or RIO
Israel	+97 233 741 329	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
Italy	+39 02 36 58 10 89	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
Mexico	+52 55 417 08 124	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
	+52 55 852 61 120	ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA
Peru	+51 1 6419248	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
Portugal	+351 30 040 4466	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
Switzerland	+41 435 081 883	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO

COUNTRY	TELEPHONE	SUPPORT	NOC
United Kingdom	+44 207 04 84 085	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information).	ARGANDA or RIO
United States	Washington +1 202 499 14 47	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO
	+1 202 629 91 26	ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA
	New York +1 718 208 18 76	ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA
	Los Angeles +1 213 293 36 70	ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA
Venezuela	+58 212 7719067	CUSTOMER SERVICE - CALL CENTER (Incidents, operational issues, suggestions, complaints/claims, requests for information). ALIGNMENTS. MANAGEMENT OF OCCASIONAL SERVICE BOOKINGS.	ARGANDA or RIO



Via mail

Tickets can be opened for any type of request through the following e-mail addresses:

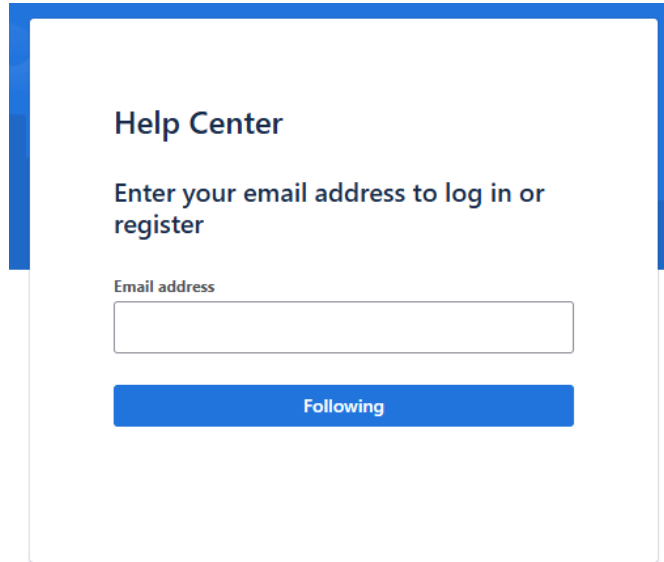
Managed Capacity and Teleport Services: tickets.CSC@hispasat.com

Space Capacity: PMC-Ticketing@hispasat.com

Hispasat Peru (Video): telepuertolurin@hispasat.com

3 Access to the Hispasat Support Center (Jira)

Jira is a ticketing tool to communicate incidents and requests. Access to it will be through the **URL:** <https://hispasat.atlassian.net/servicedesk/customer> and you must be a registered customer, i.e., you must have an username and password.



Help Center

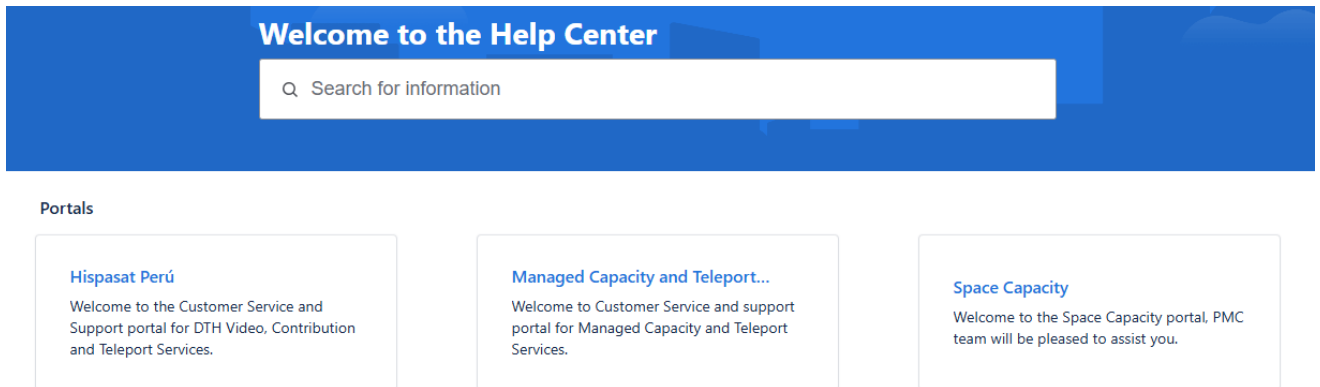
Enter your email address to log in or register

Email address

Following

When you enter your username, click on “Next” and you will be redirected to a Microsoft login where you will have to enter your password and click on “Log in”. After these steps, you will access the main menu of the tool where the available projects will be shown.

The projects are actually the Hispasat areas that will support each request that is made, and for each of them there will be a certain type of issue that will represent the requests.



Welcome to the Help Center

Q Search for information

Portals

Hispasat Perú
Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

Managed Capacity and Teleport...
Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Space Capacity
Welcome to the Space Capacity portal. PMC team will be pleased to assist you.

Depending on the customer’s profile and the type of contract, the customer will be able to see one or more of the different projects:

- Space Capacity.
- Managed Capacity and Teleport Services.
- Hispasat Peru (Video).

3.1 Create a “Ticket” in Jira

The first thing you need to know is for which project (which area) you want to generate a ticket so that it can be handled through the work queue.

3.1.1 Managed Capacity and Teleport Services

3.1.1.1 Managed Capacity

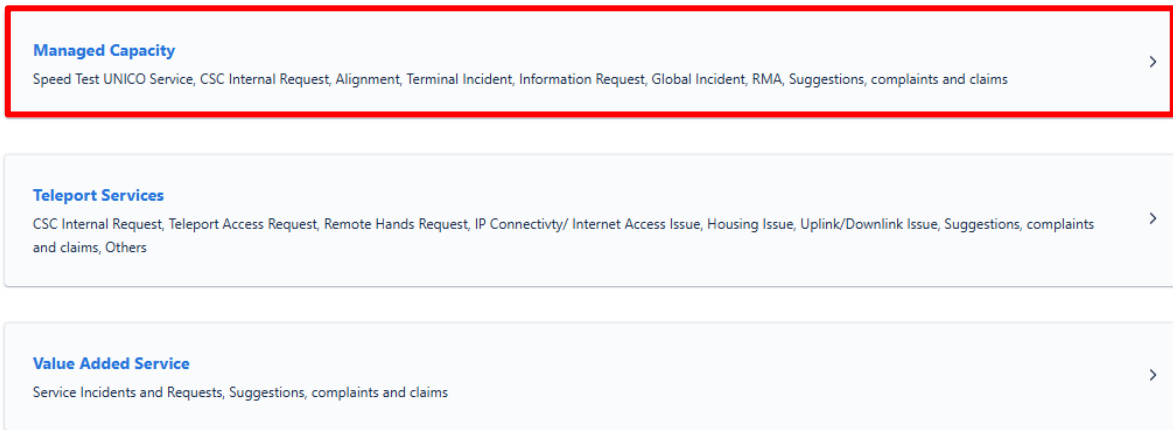
Customers who have contracted Managed Capacity, which is supervised by the NOC in Arganda del Rey (Madrid) or by the NOC in Rio de Janeiro (Brazil), will have access to this project.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

 [Contact us about](#)



The screenshot shows a support portal interface with three main sections, each with a right-pointing arrow:

- Managed Capacity** (highlighted with a red border): Speed Test UNICO Service, CSC Internal Request, Alignment, Terminal Incident, Information Request, Global Incident, RMA, Suggestions, complaints and claims
- Teleport Services**: CSC Internal Request, Teleport Access Request, Remote Hands Request, IP Connectivity/ Internet Access Issue, Housing Issue, Uplink/Downlink Issue, Suggestions, complaints and claims, Others
- Value Added Service**: Service Incidents and Requests, Suggestions, complaints and claims

In the Managed Capacity project, the following types of issues can be created: Alignment, Terminal Incident, Request for Information, Global Incident and Suggestions, RMA and Suggestions, Complaints, and Claims.


Managed Capacity and Teleport Services


Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.


Contact us about


Managed Capacity


What can we help you with?


-  **Speed Test UNICO Service**
This ticket will be handled by the Customer Operations CSC-NOC, please communicate from here the UNICO Service Terminal Speedtest Requests.


-  **CSC Internal Request**
This ticket will be attending by CSC NOC 24x7 for Internal issues purposes


-  **Alignment**
This ticket will be attended by CSC NOC (24/7). Please, communicate your request for an alignment from here.

-  **Terminal Incident**
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service or equipment of a terminal unit.

-  **Information Request**
This ticket will be attended by CSC NOC (24/7). Please, communicate here your request or question.

-  **Global Incident**
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service of several terminals simultaneously.

-  **RMA**
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your RMA.

-  **Suggestions, complaints and claims**
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

The following procedure shows in detail how to proceed to create each of the **Managed Capacity** project requests.

To request a **Speed Test** of a UNICO Service terminal, the fields in the image will be filled in.

What can we help you with?

+ **Speed Test UNICO Service**
This ticket will be handled by the Customer Operations CSC-NOC, please communicate from here the UNICO Service Terminal Speedtest Request.

Required fields are marked with an asterisk *

Summary *

Device *

Description *

NOC *

Identifies which resolution group is dealing with the incident. (Arganda / Rio / Lurín)

Send Cancel

Summary: Brief description of the speedtest request.

Device: Name of the device for which you are requesting a speed test.

Description: Text field in which the definition of the request for the speedtest must be entered in detail.

In a terminal **Alignment** report, the fields shown in the following image are filled in. In the case of Hughes technology, it is not necessary to perform actions of this type since the modem can perform alignments automatically.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Managed Capacity

What can we help you with?

+ **Alignment**
This ticket will be attended by CSC NOC (24/7). Please, communicate your request for an alignment from here.

Required fields are marked with an asterisk *

Summary *

NOC *

Description *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the alignment request.

Description: Text field in which the definition of the request for alignment must be entered in detail.

To report a **Terminal Incident**, the fields below are filled in.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Managed Capacity

What can we help you with?
Terminal Incident
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service or equipment of

Required fields are marked with an asterisk*

Summary*
Short summary of the incident

NOC*

Terminals*
Which terminals would be affected on the incident

Impact*

Description*
Information about the incident: start and finish time, symptoms, platform where terminal is located...

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Brief description of the incident.

Terminals: Select the terminal(s) affected in the incident. It is important that this field shows the ID of the terminals as they appear in the NMS portal, where all terminal level operations can be carried out.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of request that can be reported in the Managed Capacity project would be an **Information Request** to consult with the CSC team. This is done by filling in the information shown in the following attached image.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Managed Capacity

What can we help you with?
Information Request
This ticket will be attended by CSC NOC (24/7). Please, communicate here your request or question.

Required fields are marked with an asterisk*

Summary*

NOC*

Description*

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Text field to serve as the title of the request.

Description: Text field in which the definition of the request must be entered in detail.

The next type of incident that can be created in this project is called **Global Incident**, which would be created in the event of an incident affecting all the terminals in your network. The fields shown in the following image are filled in.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Managed Capacity

What can we help you with?

Global Incident
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact affects the service of several termi

Required fields are marked with an asterisk *

Summary *

Short summary of the incident

NOC *

Platform

Impact *

Symptom more closer to the incident

Description *

Information about the incident: start and finish time, symptoms, platform, impact...

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Text field to serve as the summary of the incident.

Platform: The platform(s) affected in the Incident, i.e., from which your terminals are serviced.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

To manage the return or replacement of equipment you can find in this project another type of ticket called **RMA**. This ticket only applies to customers of the UNICO program, Universalization of Digital Infrastructure for Cohesion - Broadband.

What can we help you with?

RMA
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your RMA.

Required fields are marked with an asterisk *

Summary *

Project *

Device *

Serial Number Identifier *

ID Identifier NMS Portal *

Description *

NOC *

Identifies which resolution group is dealing with the incident: (Arganda / Ric / Luini)

Share with *

Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Text field that serves as a summary of the incident.

Project: Select the platform the equipment is on.

Device: Select from the options the equipment to be replaced.

Serial Number Identifier: Text field to write the serial number of the equipment.

ID Identifier NMS Portal: Equipment identification code in the terminal management portal.

Description: Text field in which you must enter in detail the definition of the incident including the period of affectation.

For this project we have another type of incident called **Suggestions, Complaints, and Claims**.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Managed Capacity

What can we help you with?

Suggestions, complaints and claims
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

Required fields are marked with an asterisk*

Summary*

NOC*

Description

Attachment

Share with*

Send Cancel

Title: Text field to serve as the title of the suggestion/complaint/claim.

Description: Text field in which the definition of the suggestions, complaints, and claims.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Support team servicing the customer and is checked by default, so there is no need to select anything.
- The **attach** files option allows you to include any document that may be useful for the Support team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Support Center to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.1.2 Teleport Services

Customers who have contracted Managed Capacity Teleport Services, which is supervised by the NOC in Arganda del Rey (Madrid) or by the NOC in Rio de Janeiro (Brazil), will have access to this project.

[Help Center / Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

 **Contact us about**

Managed Capacity
Speed Test UNICO Service, CSC Internal Request, Alignment, Terminal Incident, Information Request, Global Incident, RMA, Suggestions, complaints and claims >

Teleport Services
CSC Internal Request, Teleport Access Request, Remote Hands Request, IP Connectivity/ Internet Access Issue, Housing Issue, Uplink/Downlink Issue, Suggestions, complaints and claims, Others >

Value Added Service
Service Incidents and Requests, Suggestions, complaints and claims >

In the Teleport Services project, the following types of issues can be created: Teleport Access Request, Remote Hands, IP/Internet Connectivity Incident, Housing Incident, Uplink/Downlink Incident, and Suggestions, Complaints, and Claims.

[Help Center / Managed Capacity and Teleport Services](#)









Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Teleport Services

What can we help you with?

-  **CSC Internal Request**
This ticket will be attending by CSC NOC 24x7 for Internal issues purposes
-  **Teleport Access Request**
Add following information: Name and surname, ID/Passport number, card license plate, company name and date/time of Access.
-  **Remote Hands Request**
This ticket will be attended by CSC NOC (24/7). Remote Hands request.
-  **IP Connectivity/ Internet Access Issue**
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact IP connectivity/Internet Access services.
-  **Housing Issue**
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact housing services.
-  **Uplink/Downlink Issue**
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact uplink/downlink services.
-  **Suggestions, complaints and claims**
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.
-  **Others**
For other types of requests and petitions. This ticket will be attended by CSC NOC (24/7).

The following shows in detail how to proceed to create each of the **Teleport Services** project requests.

When reporting a **Teleport Access Request**, it is necessary to add the following information to the request: Name and last name, ID number, car registration number, company name, date and time of the visit.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Teleport Services

What can we help you with?
Teleport Access Request
 Add following information: Name and surname, ID/Passport number, card license plate, company name and date/time of Access.

Required fields are marked with an asterisk*

Summary*

Teleport*

NOC*

Identity Document*

Name and surname*

Company name*

Number plate*

Date of the event*
 e.g. 11/Feb/25 e.g. 04:13 PM

Description*

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with*
 Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the request.

Teleport: Choose the teleport to which you need access.

ID Document/Name/Company/Vehicle/Date: Details of the person(s) requiring access.

Description: Text field in which the definition of the request must be entered in detail.

In the **Remote Hands** type of issue, the customer can request that the Operations team perform changes, modifications, or maintenance on the customer's equipment. The following information must be completed.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Teleport Services

What can we help you with?
Remote Hands Request
 This ticket will be attended by CSC NOC (24/7). Remote Hands request.

Required fields are marked with an asterisk*

Summary*

Teleport*

NOC*

Description*

Attachment
 Drag and drop files, paste screenshots, or browse
 Browse

Share with*
 Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the incident.

Teleport: Choose the teleport to which you need access.

Description: Text field in which the definition of the request must be entered in detail.

Another type of incident to report can be an **Uplink/Downlink Issue**, which is completed in the same way as the IP/Internet Connectivity Incident and Housing Incident.

[Help Center / Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Teleport Services

What can we help you with?
Uplink/Downlink Issue
This ticket will be attended by CSC NOC (24/7). Please, communicate from here your incident whose impact uplink/downlink services.

Required fields are marked with an asterisk*

Summary*
Short summary of the incident

Teleport*

NOC*

Impact*
Symptom that most closely approximates in incidence

Description*

Incident data: start and end time, symptoms, platform, criticality...

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Title: Text field to serve as the summary of the incident.

Teleport: Select the Hispasat Group Teleport where the incident is occurring.

Impact: Select from the options in the drop-down menu.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of issue that can be created is **Suggestions, Complaints, and Claims**, where the following fields must be filled in.

[Help Center / Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Teleport Services

What can we help you with?
Suggestions, complaints and claims
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

Required fields are marked with an asterisk*

Summary*

NOC*

Description

Incident data: start and end time, symptoms, platform, criticality...

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999 - CSC - CLIENTES PRUEBAS

Send Cancel

Summary: Text field to serve as the summary of the suggestion/complaint/claim.

Description: Text field in which the definition of the suggestion/complaint/claim must be entered in detail.

The last type of issue that can be created is **Others**, where the following fields must be filled in.

Help Center / Managed Capacity and Teleport Services

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Teleport Services

What can we help you with?

Others
For other types of requests and petitions. This ticket will be attended by CSC NOC (24/7).

Required fields are marked with an asterisk *

Summary *

NOC *

Description *

Attachment

Share with *

Send Cancel

Summary: Text field to serve as the summary of the issue.

Description: Text field in which the definition of the issue must be entered in detail.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Support team servicing the customer and is checked by default, so there is no need to select anything.
- The **attach** files option allows you to include any document that may be useful for the Support team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Support Center to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.1.3 Value Added Service

Lastly, in this project we include the creation of **Value-Added Services** tickets, used to report incidents related to turnkey services.

Access to this project will be granted to those customers who have contracted the Value-Added Services and whose monitoring is performed by the NOC in Arganda del Rey (Madrid).

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

 **Contact us about**

Managed Capacity

Speed Test UNICO Service, CSC Internal Request, Alignment, Terminal Incident, Information Request, Global Incident, RMA, Suggestions, complaints and claims



Teleport Services

CSC Internal Request, Teleport Access Request, Remote Hands Request, IP Connectivity/ Internet Access Issue, Housing Issue, Uplink/Downlink Issue, Suggestions, complaints and claims, Others



Value Added Service

Service Incidents and Requests, Suggestions, complaints and claims



In this project, the following types of issues can be created: Service Incidents and Requests and Suggestions, Complaints, and Claims.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about

Value Added Service



What can we help you with?



Service Incidents and Requests



Suggestions, complaints and claims

This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

The following shows in detail how to proceed to create each of the **Value Added Service** project requests.

To report a **Service Incident and Request**, the fields below are filled in:

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Value Added Service

What can we help you with?
Service Incidents and Requests

Required fields are marked with an asterisk*

Summary*

NOC*

Description

Share with*

Send Cancel

Summary: Text field to serve as the title of the incident or request.

Description: Text field in which the definition of the incident or request, must be entered in detail

For this project we have another type of incident called **Suggestions, Complaints, and Claims**.

[Help Center](#) / [Managed Capacity and Teleport Services](#)

Managed Capacity and Teleport Services

Welcome to Customer Service and support portal for Managed Capacity and Teleport Services.

Contact us about
Value Added Service

What can we help you with?
Suggestions, complaints and claims
This ticket will be attended by Customer care department (Madrid based). Please enter your suggestion, complaint or claim.

Required fields are marked with an asterisk*

Summary*

NOC*

Description

Attachment

Share with*

Send Cancel

Title: Text field to serve as the summary of the suggestion/complaint/claim.

Description: Text field in which the definition of the suggestion/complaint/claim must be entered in detail.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Support team servicing the customer and is checked by default, so there is no need to select anything.
- The **attach** files option allows you to include any document that may be useful for the Support team to solve the customer's need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Support Center to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.2 Space Capacity

Customers who have contracted Space Capacity, which is supervised both the PMC in Spain (NOC in Arganda del Rey (Madrid)) and by the PMC in Brazil (NOC in Rio de Janeiro), will have access to this project.

[Help Center](#) / [Space Capacity](#)

Space Capacity

Welcome to the Space Capacity portal, PMC team will be pleased to assist you.

What can we help you with?



Incident

This ticket will be attended by PMC 24x7. Please report your incident.



Request for Information

This ticket will be attended by PMC 24x7. Please tell us what you need.



Support Request

This ticket will be attended by PMC 24x7. Please let us know how we can help you.



Suggestions, complaints and claims

This ticket will be handled by Customer care (Madrid office hours). Enter your suggestion, complaint or claim here.

In the **Space Capacity** project, the following types of cases can be created: Incident, Information Request, Support Request, and Suggestions, Complaints, and Claims.

Below is a detailed description of how to proceed to create each of the requests within the **Space Capacity** project.

To report an **Incident**, the fields below are filled in.

Help Center / Space Capacity

Space Capacity

Welcome to the Space Capacity portal, PMC team will be pleased to assist you.

What can we help you with?

Incident
This ticket will be attended by PMC 24x7. Please report your incident.

Required fields are marked with an asterisk*

Summary*

NOC*

Impact*
No tiene impacto en los servicios

Problems start (GMT)*
e.g. 11/Feb/26 e.g. 04:49 PM

Description*

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999-PMC- CLIENTES PRUEBAS

Send Cancel

Summary: Brief description of the incident.

Impact: Select from the options in the drop-down menu.

Problem starts (GMT): indicate the date and time of the beginning of the incident.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

Another type of request that can be reported in the Space Capacity project would be a **Request for Information** to consult with the PMC team. This is done by filling in the information shown in the following attached image.

Help Center / Space Capacity

Space Capacity

Welcome to the Space Capacity portal, PMC team will be pleased to assist you.

What can we help you with?

Request for Information
This ticket will be attended by PMC 24x7. Please tell us what you need.

Required fields are marked with an asterisk*

Summary*

NOC*

Description*

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Share with*
Share with 9999-PMC- CLIENTES PRUEBAS

Send Cancel

Summary: Text field to serve as the title of the request.

Description: Text field in which the definition of the request must be entered in detail.

The following type of request that can be reported in the Space Capacity project would be a **Support Request** to consult with the PMC team. This is done by filling in the information shown in the following attached image.

Summary: Text field to serve as the title of the request.

Description: Text field in which the definition of the request must be entered in detail

Lastly, for this project we have another type of incident called **Suggestions, Complaints, and Claims**.

Title: Text field to serve as the title of the suggestion/complaint/claim.

Description: Text field in which the definition of the incident, including the period of involvement, must be entered in detail.

The **NOC** field, the option to **attach** files, and to **share** with your organization appear in all types of issues. The following explains what can be done in each of them:

- The **NOC** field refers to the location of the Support team servicing the customer and is checked by default, so there is no need to select anything.
- The **attach** files option allows you to include any document that may be useful for the Support team to solve the customer’s need.
- Finally, the option to **share** with your organization is a way for the rest of the people in your company who have access to the Hispasat Support Center to be notified of the creation of a ticket and to see what is new in its resolution.

3.1.3 Hispasat Peru

3.1.3.1 Managed Video

Customers who have contracted the Managed Video service (DTH/OTT/DISTRIBUTION/CONTRIBUTION), which is supervised by the NOC in Lurin (Peru), will have access to this project.

[Help Center](#) / [Hispasat Perú](#)

Hispasat Perú

Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

📍 Contact us about

Video Service (DTH/OTT) >
Video Incidence, Audio Incidence, Signal, Subtitle, EPG, Provisioning/Systems/Encryption Incidence, Incidence Other, Query, Commercial request, Technical request

Video Service (Distribution/Contribution) >
Video Incidence, Audio Incidence, Signal incidence, Query

Teleport service (Housing and/or Uplink RF) >
Incidence of Connectivity, Infrastructure incidents, Incidence Other, Installation request, Review Request / Remote Hands, RMA Management Request, Request for access to the Teleport, Job application, Others

Suggestions, complaints and claims >
Suggestions, complaints and claims

First, the following shows in detail how to proceed to create each of the **Hispasat Peru - Video Service (DTH/OTT)** project requests.

1. Access the “DTH/OTT Video Services” section of the “Hispasat Peru” project.

[Help Center](#) / [Hispasat Perú](#)

Hispasat Perú

Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

Contact us about

Video Service (DTH/OTT) ▾

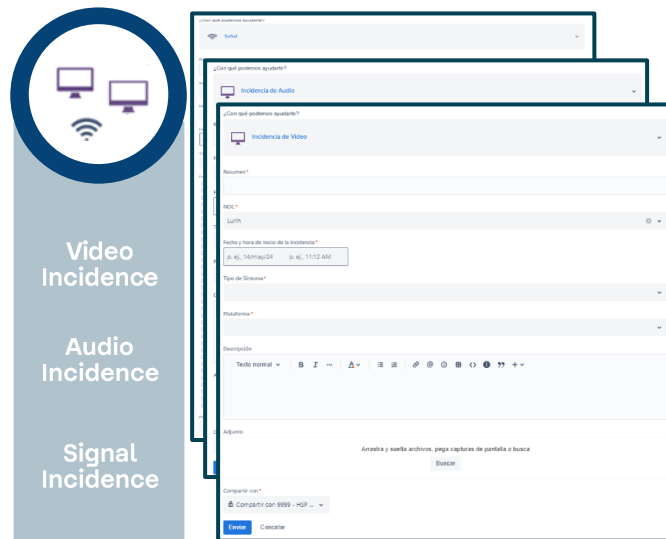
What can we help you with?

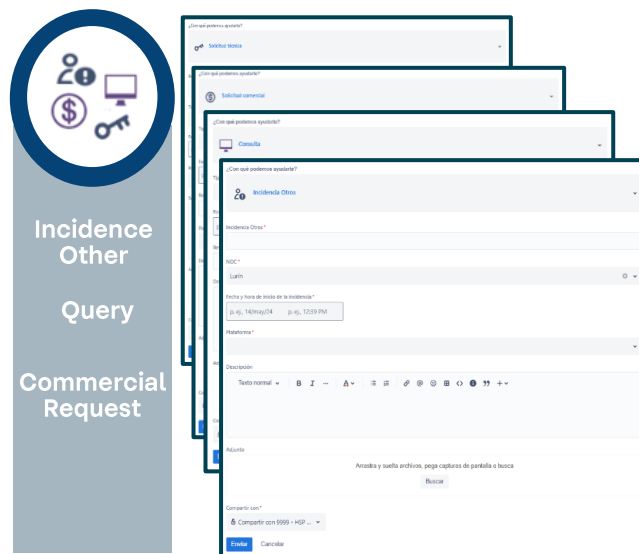
- 📺 Video Incidence
- 🔊 Audio Incidence
- 📶 Signal
- 📄 Subtitle
- 📺 EPG
- 📄 Provisioning/Systems/Encryption Incidence
- 👤 Incidence Other
- 📄 Query
- 💰 Commercial request
- 🔧 Technical request

1. Select the type of ticket you want to open.



2. Complete the form according to the selected criteria.





Form for **Video, Audio, Signal, Subtitles, EPG, Provisioning/Systems, Encoded Channel and Others**, the following fields are filled in:

- **Summary:** Brief summary of the issue as a title.
- **Signal:** Enter the affected signal.
- **Symptom Kind:** Select a symptom from the drop-down menu.
- **Platform:** Select platform from the drop-down menu.
- **Description:** A text field that must be detailed in the issue definition.
- **NOC:** Select Lurin in the drop-down.

Form for a **Query**, the following fields are filled in:

- **Query Type:** Select one of the queries from the drop-down menu.
- **Target Date:** Date of inquiry response (depends on operational availability).
- **Abstract:** Brief summary of the query as a title.
- **Description:** A text field that needs to be drilled into in the query definition

Form for a **Commercial Request**, the following fields are filled in:

- **Order Type:** Select one of the trade requests from the drop-down menu.
- **Target Date:** Execution Date (Within the attention levels for commercial requests).
- **Summary:** Brief summary of the business application as a title.
- **Platform:** Select platform from the drop-down menu.
- **Description:** A text field that must be detailed in the definition of the request.

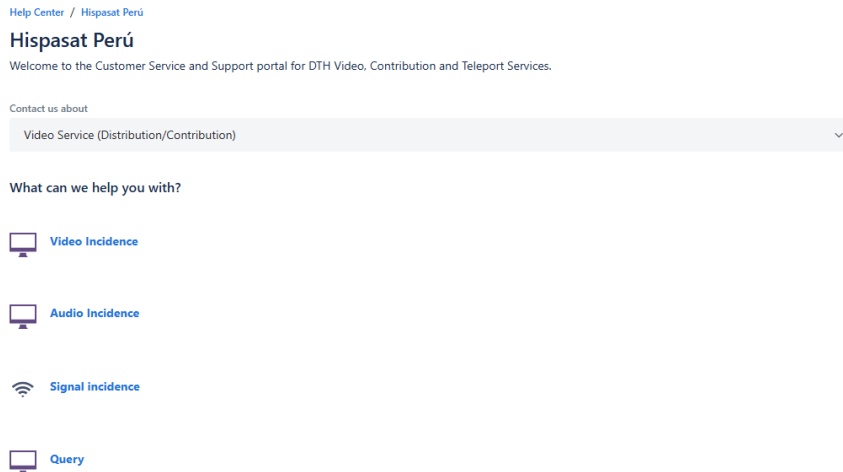
Form for a **Technical Request**, the following fields are filled in:

- **Summary:** Brief summary of the technical application as a title.
- **Order Type:** Select one of the technical requests from the drop-down menu.
- **Target Date:** Execution date (depends on operational availability).

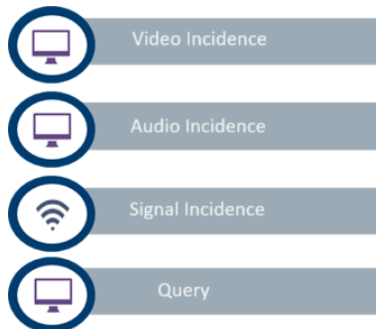
- **Platform:** Select platform from the drop-down menu.
- **Description:** A text field that must be detailed in the definition of the request.

The following shows in detail how to proceed to create each of the **Hispasat Peru - Video Service (Distribution/Contribution)** project requests.

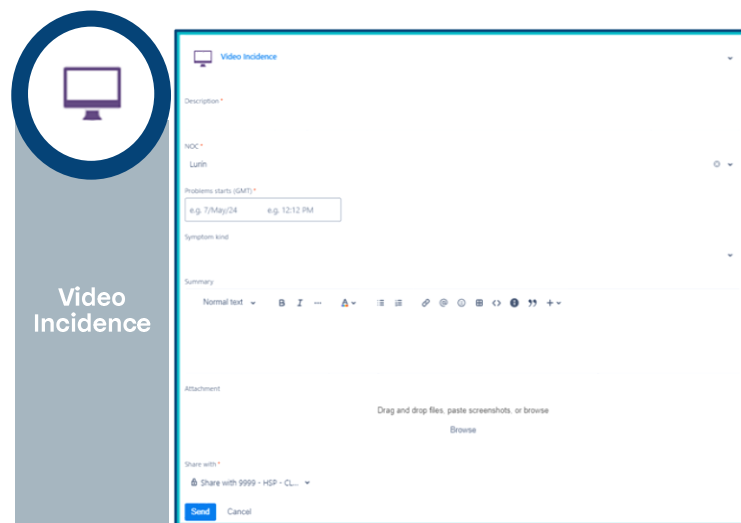
1. Access the “Video Distribution/Contribution Services” section of the “Hispasat Peru” project.



2. Select the type of ticket you wish to open.



3. Complete the form according to the selected criterion.



Form for **Video, Audio and Signal Incidents**, the following fields are filled in:

- **Summary:** Brief summary of the issue as a title.
- **Signal:** Enter the affected signal.
- **Symptom Type:** Select a symptom from the drop-down menu.
- **Description:** A text field that must be detailed in the issue definition.
- **Date and time of start of the incident:** Indicate date/time of the start of the incident.
- **NOC:** Select Lurín in the drop-down.

Enquiry form for **Query**, the following fields are filled in:

- **Query Type:** Select one of the queries from the drop-down menu.
- **Target Date:** Date of inquiry response (depends on operational availability).
- **Abstract:** Brief summary of the query as a title.
- **Description:** A text field that needs to be drilled into in the query definition

Lastly, the following shows in detail how to proceed to create the **Suggestions, Complaints, and Claims** ticket aimed at service quality.

1. Go to “Suggestions, Complaints, and Claims” of the “Hispasat Peru” project.

[Help Center](#) / [Hispasat Perú](#)

Hispasat Perú

Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

📍 Contact us about

Video Service (DTH/OTT)

Video Incidence, Audio Incidence, Signal, Subtitle, EPG, Provisioning/Systems/Encryption Incidence, Incidence Other, Query, Commercial request, Technical request

Video Service (Distribution/Contribution)

Video Incidence, Audio Incidence, Signal incidence, Query

Teleport service (Housing and/or Uplink RF)

Incidence of Connectivity, Infrastructure incidents, Incidence Other, Installation request, Review Request / Remote Hands, RMA Management Request, Request for access to the Teleport, Job application, Others

Suggestions, complaints and claims

Suggestions, complaints and claims

3.1.3.2 Teleport Services (Housing and/or Uplink RF)

This project will be accessible to those customers who have contracted the Teleport Service (Housing and/or Uplink RF) whose supervision is carried out by the NOC of Lurín (Peru)

Welcome to the Customer Service and Support portal for DTH Video, Contribution and Teleport Services.

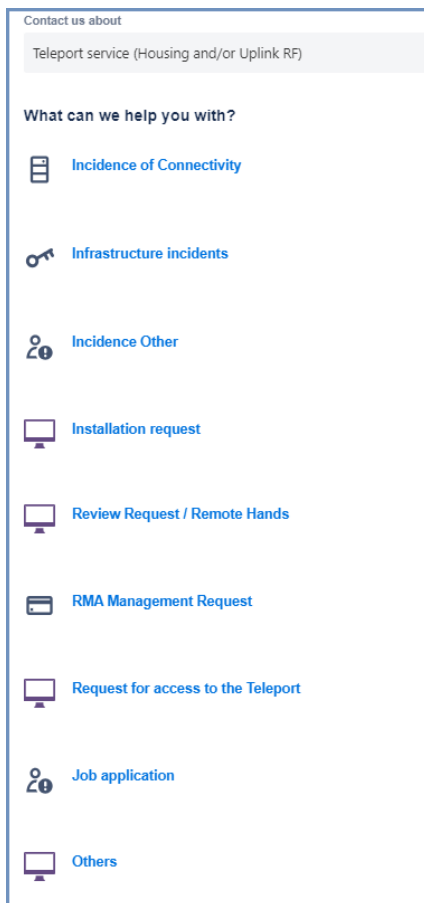
Contact us about

- Video Service (DTH/OTT)**
Video Incidence, Audio Incidence, Signal, Subtitle, EPG, Provisioning/Systems/Encryption Incidence, Incidence Other, Query, Commercial request, Technical request
- Video Service (Distribution/Contribution)**
Video Incidence, Audio Incidence, Signal incidence, Query
- Teleport service (Housing and/or Uplink RF)**
Incidence of Connectivity, Infrastructure incidents, Incidence Other, Installation request, Review Request / Remote Hands, RMA Management Request, Request for access to the Teleport, Job application, Others
- Suggestions, complaints and claims**
Suggestions, complaints and claims

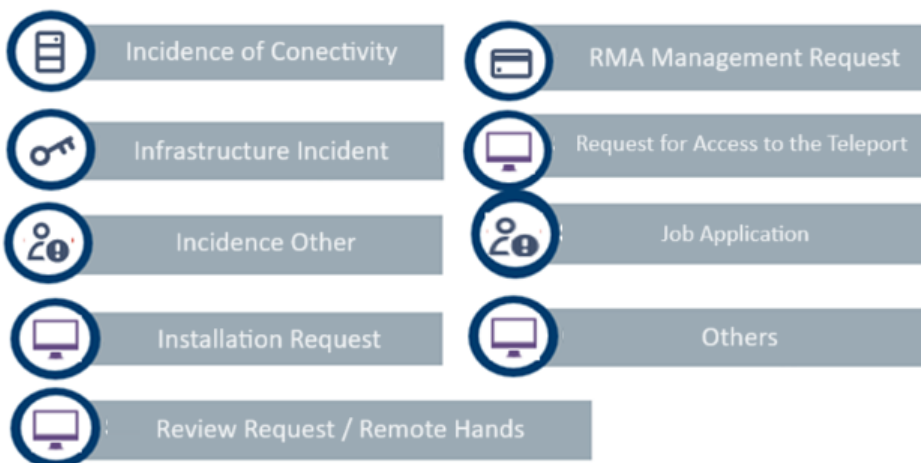
Tickets facilitate escalation and record any communication between Hispasat and the customer. This is very useful to maintain traceability of the problems that generated the creation of the ticket.

Below is detailed how to proceed to create each of the requests for the Hispasat Peru – Teleport Service project (Housing and/or Uplink RF).

1. Access the "Teleport Service (Housing and/or Uplink RF)" section of the "Hispasat Peru" project.



2. Select the type of ticket you want to open.



3. Complete the form according to the selected criteria.

Incidents:



Incidence of Connectivity

Incidence of Connectivity form fields:

- Summary*
- NDC*
- Location
- Problems starts (GMT)*
- Symptom kind
- Description
- Attachment
- Share with*



Infrastructure Incident

Infrastructure Incident form fields:

- Summary*
- NDC*
- Location
- Problems starts (GMT)*
- Symptom
- Description
- Attachment
- Share with*



Incidence Others

Incidence Others form fields:

- Summary*
- NDC*
- Location
- Problems starts (GMT)*
- Affects user*
- Affection kind*
- Symptom kind
- Attachment
- Share with*

Applications:



Installation Request

Installation Request form fields:

- Order kind*
- Target date
- Summary*
- Description
- Priority
- Attachment
- Share with*



Review Request Remote Hands

Review Request Remote Hands form fields:

- Order kind
- Target date
- Summary*
- Description
- Priority
- Attachment
- Share with*

RMA Management Request

Order kind*

Target date
e.g. 7/16/24 e.g. 01:15 PM

Summary*

Description
Normal text

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CL

Send Cancel

Request for access to the Teleport

Summary*

Description
Normal text

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CL

Send Cancel

Job Application

Target date
e.g. 7/16/24 e.g. 01:22 PM

Summary*

Description
Normal text

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CL

Send Cancel

Others

Order kind
TRABAJO PROGRAMADO

Target date
e.g. 7/16/24 e.g. 01:23 PM

Summary*

Description
Normal text

Priority
Lower

Attachment
Drag and drop files, paste screenshots, or browse

Share with*
Share with 9999 - HSP - CL

Send Cancel

Form for **Connectivity, Infrastructure and Other Incidents**, the following fields are filled in:

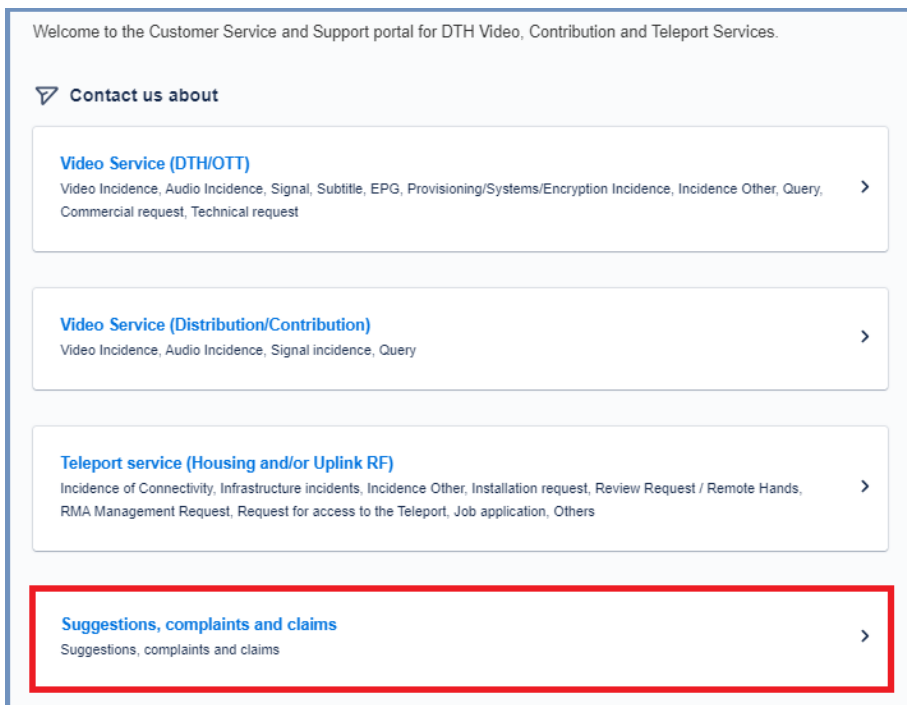
- **Summary:** Brief summary of the issue as a title.
- **Symptom Type:** Select a symptom from the drop-down menu.
- **Description:** A text field that must be detailed in the issue definition.
- **Date and time of start of the incident:** Indicate date/time of the start of the incident.
- **NOC:** Select Lurín in the drop-down.

Form for an **Installation Request, Review/Remote Hands, RMA Management, Teleport Access, Work and Others**, the following fields are filled in:

- **Order Type:** Select one of the trade requests from the drop-down menu.
- **Target Date:** Execution Date (Within the attention levels for commercial requests).
- **Summary:** Brief summary of the business application as a title.
- **Description:** A text field that must be detailed in the definition of the request.

Below is how to proceed to create the **Suggestions, complaints and claims ticket** aimed at the quality of the service.

1. Click on "Suggestions, complaints and claims" of the "Hispasat Peru" project.



2. Complete the form for **Suggestions, complaints or claims**, filling in the following fields:

Suggestions, complaints and claims
 This ticket will be attended by Customer care (during office hours). Enter your suggestion, complaint or claim here.

Summary *

NOC
 Lurin

Description

Attachment

Share with *

Send Cancel

Summary: Brief summary of the Suggestions, Complaints, or Claim as title.

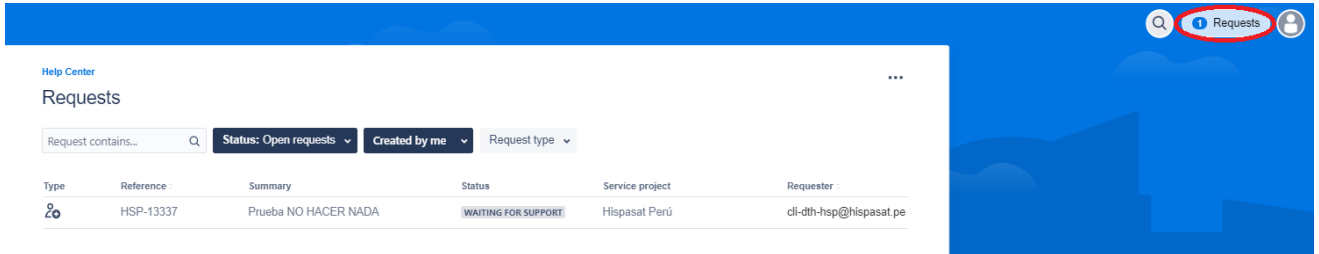
Description: Detail of the Suggestions, Complaints and Claims.

All subject types have the option to **attach** files and **share** with your organization. Here's what you can do in each of them:

- The option to **attach** files allows you to include any documents that may be useful for the Operations team to solve the client's need.
- Finally, the option to **share** with your organisation is a way for the rest of the people in your company who have access to the Hispasat Support Center to be notified of the creation of a ticket and to check what is new in its resolution.

3.2 Review of “Tickets” already opened

In the Hispasat Support Center, you can also see the issues that have been created in the **Requests** tab located at the top right of the screen, where the number of requests created by the user will be indicated.



This menu displays both tickets that have already been resolved and those that are still in progress. To search for more specific requests, you can select them using the following filters:

- The status of the application. It allows you to see the issues that are still open and those that have already been resolved.
- The person who creates the ticket, i.e. whether it was the user themselves who created the ticket or if it was created by someone else in their company and shared with their organization.
- The type of subject that has been created, which can be any of the five that appear in the initial menu.

Selecting the option, you apply from the drop-down menus would bring up the tickets you want to view.

3.3 Adding notes to a Ticket

Throughout the life cycle of the ticket, it is desirable that there is an exchange of information through comments, attachments and status changes between the different areas of Hispasat and the customer.

To do this, the client has the functionality to add comments, visible once we are inside a particular subject as shown below.

[Help Center](#) / [Hispasat Perú](#) / [HSP-13337](#)

Prueba NO HACER NADA

cli-dth-hsp@hispasat.pe raised this on 25/Apr/24 9:08 AM [Hide details](#)

NOC

Lurín

Description

Ticket de prueba

Status

WAITING FOR SUPPORT

Notifications on

Request type

Suggestions, complaints and claims

Shared with

cli-dth-hsp@hispasat.pe
Creator

cli-dth-hsp@hispasat.pe

9999 - HSP - CLIENTES PRU
EBAS

Share

Activity



Add a comment

Once you have filled in the information of the comment, you must click on the "Add" button and then the note will be attached to the ticket.





As we can see, it will also be possible to choose not to continue being notified or to move the ticket to resolved.

3.4 Ticket Status Changes

During the life cycle of a request there are multiple statuses that it can have such as: **"New"**, **"Active"**, **"Cancelled"**, **"Held"**, **"Restored"**, **"Resolved"** and **"Closed"**.

1. When the ticket is created, the first status it goes through is **"New"**, i.e. waiting for the Operations team to receive the ticket and provide the customer with a first response.
2. When the Operations team is analyzing the matter, the ticket moves to **"Active"**.
3. Subsequently, if Operations makes a query to the customer or it is pending a response, the ticket goes to the **"Held"** or **"Cancelled"** status.
4. Once the Operations team solves the customer's need, the ticket goes into **"Restored"** status.
5. It then goes to the **"Resolved"** state for the final solution.
6. 10 days after the ticket goes into "Resolved" status and hasn't been reopened, it automatically goes into **"Closed"** status.

Activity

-  Automatic response 15/Apr/24 7:34 AM
Your request status has changed to In Progress/En progreso.
-  Automatic response 15/Apr/24 7:34 AM
Your request status has changed to Waiting for customer.
-  Automatic response 15/Apr/24 7:34 AM
Your request status has changed to In Progress/En progreso.
-  Automatic response 16/Apr/24 3:05 PM
Your request status has changed to Resolved with resolution Done.

3.5 Tickets assessment after its resolution

Once Operations resolves the ticket, the Hispasat Support Center automatically sends an email to the user who created the ticket so that they can assess their degree of satisfaction with the solution provided and the attention of the Operations team.

How was our service for this request?



It is very important to Hispasat that the customer values the tickets for the continuous improvement of the service. We take these responses into account in order to improve customer service at all stages of the resolution process.

Trusted and Reliable Satellite Solutions

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