



**THE TIME TO TAKE  
PRECAUTIONS IS NOW**

**Dear ONE Broadband Partners,**

As the monsoons are around the corner, ONE Broadband is committed to supporting you in maintaining uninterrupted and reliable service for your customers. This guide outlines essential precautions and procedures to ensure seamless connectivity during the rains.

## PREVENTIVE MAINTENANCE GUIDELINES BEFORE THE MONSOON



Maintain adequate power backups for all your devices to ensure uninterrupted service to your customers.



Ensure proper earthing to all the active customer devices, such as modems, routers, set-top boxes, and associated cabling.



Ensure adequate mobilization of resources during service outages as well as communicate all the necessary safety protocols to adhere to when your team is working in extreme weather conditions.

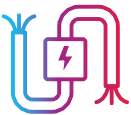
**FOR MORE INFORMATION, PLEASE WRITE TO US AT  
CARE@ONEBROADBAND.IN OR CALL US ON 022-62581600**



Maintain an adequate stock of essential equipment and materials to address potential monsoon-related issues. Ensure your teams are equipped to handle installations and maintenance in wet conditions.



Proactively communicate to customers any potential service disruptions or maintenance activities. Provide clear channels to report issues during the monsoon, as well as clear instructions on how to report issues and access support during the monsoon season.



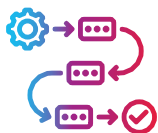
Ensure proper earthing for all equipment installed across the network and those installed at customer premises to protect against lightning strikes.



Ensure all customer-premises equipment (CPE) installed by your team is properly shielded from rain and moisture. Ensure they are securely fastened and protected from water ingress. Use waterproof seal or insulation tape on all input and output cables installed in an open space.



Utilize the dedicated partner care channels for additional support. Familiarize yourself with the escalation process for unresolved customer issues. Ensure timely response to customer complaints and service disruptions during the monsoon.



Follow the standard **one Broadband installation procedures**, paying extra attention to weatherproofing during the monsoon.

By working together, we can ensure that ONE Broadband customers experience uninterrupted service throughout the monsoon season.

Sincerely,

**The ONE Broadband Team**

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## Objective & Team Structure

To proactively ensure uninterrupted broadband services during the 2025 monsoon season through 24x7 network operations, emergency readiness, technical escalation structure and cross-functional coordination.

### Monsoon Preparedness: "We've Got You Covered"

- Technical support available 24x7 to handle any network emergencies
- Proactive monitoring & rapid response teams on standby
- Enhanced system checks, surge protection, and power backups in place
- We're just one call or ticket away!

## NOC Team Structure - 3 Shift Coverage

Round-the-Clock Monitoring 3 Shifts, No Downtime!

Shift-wise Coverage:

Shift	Time Slot	No. of Engineers	Backup Resources
Morning	07:00 - 15:00	✓ Active	✓ Available
Evening	15:00 - 22:00	✓ Active	✓ Available
Night	22:00 - 07:00	✓ Active	✓ Available

Each shift has standby engineers trained for escalations and emergency handling.

## Backup Resources & Infrastructure Support

Prepared with Backup 3 Team, Tools, and Tech!

- 100% coverage with trained backup engineers for every role
- Remote access tools and VPN setup for quick escalation support
- Redundant power supplies and UPS in all critical hubs
- Continuous coordination with Field Ops and L2/L3 teams
- All personnel equipped with rain-safe gear and emergency kits

## Confidence In Service

- Commitment to uptime even in adverse weather conditions
- NOC escalation matrix shared with all partners & teams
- Daily health checks of core routers, fibre rings & PoPs
- Central Command Team ready to respond 24x7

## Support Contacts & Escalation Martix

Support Contacts:

- Customer Care: Call us at **022-62581800**
- Partner Care: Reach out at **022-62581600**

## On Duty Technical Team

- Every shift is supported by our Service Operations Centre (SOC) team and skilled Network Operations Centre (NOC) engineers (L1/L2)
- Each team is equipped with standby resources and tools for quick emergency response

## 24 x 7 Oversight

- A Shift Manager is always available to monitor, manage, and escalate any critical issues promptly

## Escalation Martix - Monsoon 24 x 7 NOC Coverage

### Escalation Martix- Technical -Broadband Partners

Level 1	0-2 Hrs	Partner Care/NOC	022-62581-600	care @onebroadband.in
Level 2	> 2 Hrs	Shift Manager	7738085404	shift.manager @onebroadband.in
Level 3	>3 Hrs	Nadim Shaikh	80978 35430	nadim.shaik @onebroadband.in
Level 4	>4 Hrs	Aanand Shahi - Tech Ops Head		Emergency Escalation only
Level 5	>5 Hrs	Jaydeep Sampat - Group CTO		Emergency Escalation only

**Note:** - Register Technical service request via WhatsApp **74004 05673** is available 24/7

## Escalation Martix - Technical - Telco SAP Partners

Level 1	0-2 Hrs	TSP NOC Team	7738881567	mum.tsp @onebroadband.in
Level 2	> 2 Hrs	Shift Manager	7738085404	shift.manager @onebroadband.in
Level 3	>3 Hrs	Nadim Shaikh	80978 35430	nadim.shaikh @onebroadband.in
Level 4	>4 Hrs	Aanand Shahi - Tech Ops Head	-	Emergency Escalation only
Level 5	>5 Hrs	Jaydeep Sampat- Group CTO	-	Emergency Escalation only

## Communication & Ticketing

- All **Trouble Tickets** must be raised via **Call Centre**, or the **WhatsApp TT** system
- Use **emails** only for critical **emergencies**
- **Shift Leads** and **escalation contacts** are available **24x7** on-call
- **RSHs/Partners** will receive a **weekly shift lead roster** for smooth coordination