



SOUL'S PROACTIVE NOTIFICATION SERVICE



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With Soul's Proactive Notification Service you can be assured that we will monitor your site connected to our MPLS network. In the event of an outage we will provide you with a proactive notification of the event. Our aim is to get your service restored in a speedy fashion, with minimal impact to your business operations.

What is Proactive Notification Service (PNS)?

Soul will monitor a customer site connected to the Soul network using an intelligent polling system. Should the Soul poller classify a site as "not reachable", Soul will notify you either via email or SMS (GSM Short Message Service) that your site has lost network connectivity.

In addition during Business Hours Only (AEST 8am to 6pm) Soul will call you at a selected primary contact number to determine if your loss in network connectivity is linked to an onsite problem.

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For more information on a Soulsolution
CALL 1300 13 34 64
or email sales@soulaustralia.com.au

YOU GOTTA HAVE  SOUL

Should Soul determine that site's access component has failed; Soul will log a trouble ticket with the relevant network provider.

Soul will work with the provider to ensure that your service is restored in a timely fashion. PNS further includes access to a web portal where traffic graphs, which display traffic utilisation for you, are presented.

What is not included in the PNS Service?

Soul will not manage your customer premise equipment (CPE) in any way. Soul cannot guarantee that we will be able to call you in the event of a major network outage, during such an event a recorded message should be available by calling 131 767.

The Proactive Notification Service is not a fully-managed network service and should not be used for mission critical sites. It is a well priced solution for businesses that cannot justify Soul's Comprehensive Managed Service (CMS) offering.