

SERVICE INTERRUPTION GUIDE

K-20 Network Operations Center (NOC)

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K-20
Education
Network



If Your K-20 Service is Interrupted

The NOC is aware and investigating. Your Actions:

1. Confirm power to the K-20 router and carrier equipment.
2. For K-12 Districts, contact your RITU.
3. Verify you are receiving NOC ADVISORY emails.

Call the NOC (888-934-5551) if:

- You don't see the email within 30 minutes or
- The outage has affected your email service.

While Your K-20 Service is Interrupted

The NOC will work with the carrier (e.g. CenturyLink, Comcast, StarTouch); do not contact the carrier, as this will cause confusion.

ADVISORY emails are sent periodically or:

- To confirm power.
- To coordinate troubleshooting.
- When the carrier is dispatched.
- To meet a technician.
- When there is an updated ETR.
- The incident is resolved.

Call the NOC (888-934-5551) immediately if:

- It's been 2 hours since the last ADVISORY.
- The carrier contacts you directly.
- The service status changes.
- You have questions.

Tips:

- ***Always call if it's urgent.***
- Reply directly to the ADVISORY to link your response to the incident.
- K-20 carriers must dispatch to the suspected problem location (not necessarily your site) within 60 minutes of confirming a non-power related outage.
- About half of K-20 outages are caused by local power outages.
- Before you have an outage, make sure to add a cloud hosted email account with shared access as one of your K-20 outage contacts.

If You Need Escalation

If you're not getting the level of service you expect, call the NOC (888-934-5551) and ask to escalate to a K-20 engineer or manager.