



Dear Customer

Thank you for contacting FLAG GNOC.

Did you know that the FLAG Self Service customer interface <https://selfserve.flagtel.com> is the quickest way to create a case, as well as finding most recent updates?

However, in case you require to create a case through email, you will be required to follow the below guidelines so our system can automatically create a case, and we can ensure you will get a prompt resolution.

The system will only be able to create a Case if the information is received with the specified format.

Once you make sure your email follows the below specified template, please submit your request to:

case@flagtel.com

(!) IMPORTANT Note: the email should be sent in plain text format - no HTML or rich text.

Subject

Email Subject Line – Free Text (You Define It!)

When sending your case request via email, the **Subject** is completely free text – you choose the wording.

Feel free to include a short description that helps you easily identify the message later (e.g., “Service Down – Location XYZ” or “Request for RFO”).

Note: While there’s no required subject format, the subject line will still be used as part of the automated request process. So please make sure your email is sent to: case@flagtel.com

Email Body

Please use one of the below templates:

1. Email body to report a single Service ID

Or

2. Email body to report multiple Service IDs

Please note that this specific format is required because [this is an automated request](#).

The **system will only be able to create a Case if the information is received with the specified format.**

1. Reporting a single Service ID

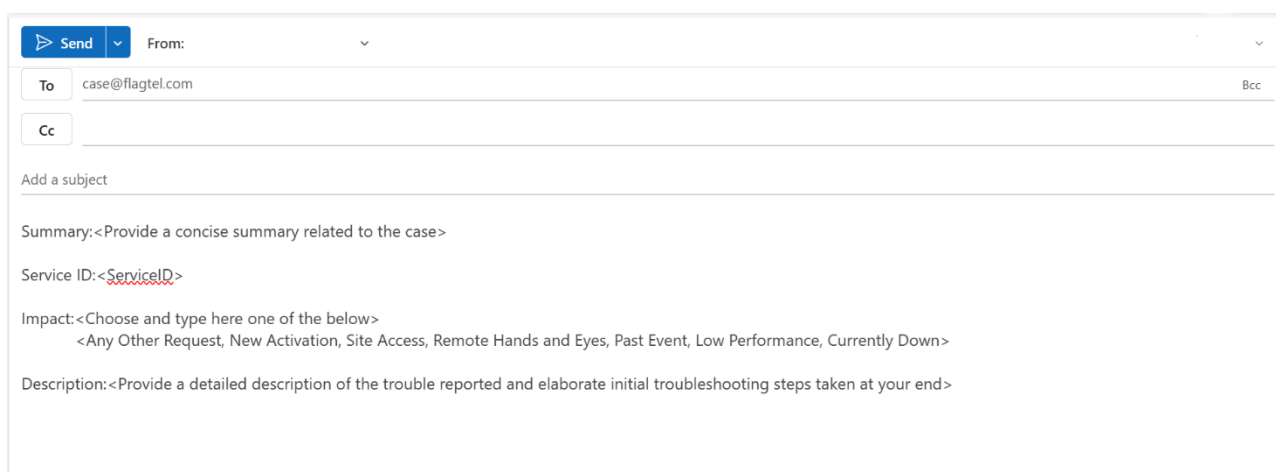
The required **email body** template is shown below.

Please follow the format below when entering the details in the body of your email:

- ✓ Start each line with the specific label shown below.
- ✓ Use the labels in the exact order provided.
- ✓ The system is case sensitive – make sure to enter each label exactly as shown (including capital letters).
- ✓ After the colon (:), type in the details for each line.
- ✓ Select the impact from the provided options and enter it after the Impact: label (e.g., Impact:Past Event)
- ✓ Make sure to leave one blank line (space) between each labelled item.

* If you have any relevant files to share (e.g., screenshots, logs, or reports), please attach them to the email as you normally would.

Please see the email body format below (plain text message):



The screenshot shows an email composition interface with the following fields and content:

- Send** button and **From:** dropdown menu.
- To:** case@flagtel.com
- Cc:** (empty)
- Subject:** Add a subject
- Summary:** <Provide a concise summary related to the case>
- Service ID:** <ServiceID>
- Impact:** <Choose and type here one of the below>
<Any Other Request, New Activation, Site Access, Remote Hands and Eyes, Past Event, Low Performance, Currently Down>
- Description:** <Provide a detailed description of the trouble reported and elaborate initial troubleshooting steps taken at your end>

2. Reporting Multiple Service IDs

The required **email body** template is shown below.

Please follow the format below when entering the details in the body of your email:

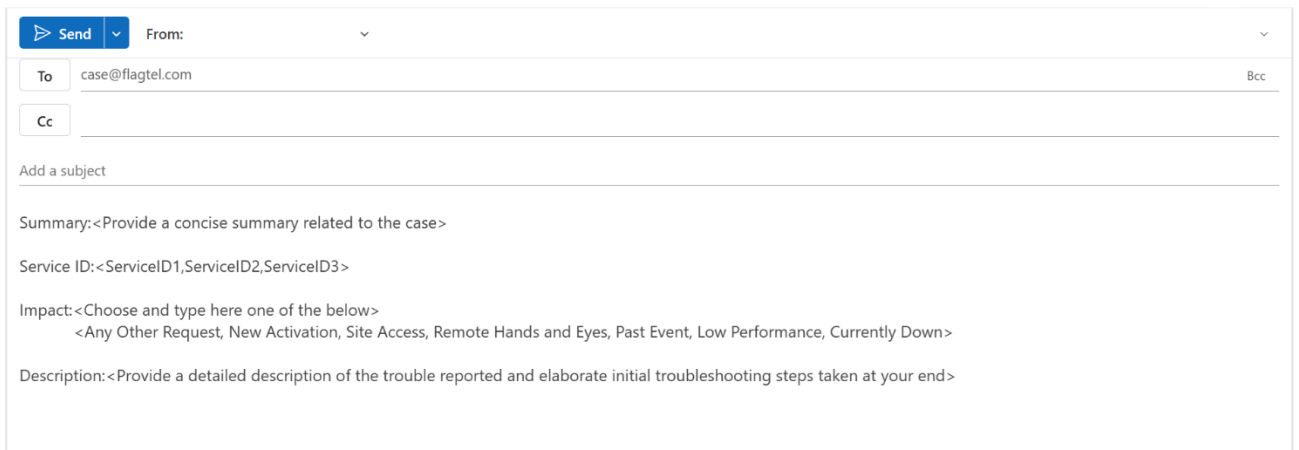
- ✓ Start each line with the specific label shown below.
- ✓ Use the labels in the exact order provided.
- ✓ The system is case sensitive – make sure to enter each label exactly as shown (including capital letters).
- ✓ After the colon (:), type in the details for each line.
- ✓ For Multi Service ID case creation, all Service IDs must be typed on the same line, separated by commas, with no spaces between them.

Example: Service ID:ServiceID1,ServiceID2,ServiceID3

- ✓ Select the impact from the provided options and enter it after the Impact: label (e.g., Impact:Past Event)
- ✓ Make sure to leave one blank line (space) between each labelled item.

* If you have any relevant files to share (e.g., screenshots, logs, or reports), please attach them to the email as you normally would.

Please see the **email body** format below (plain text message):



The screenshot shows an email composition interface. At the top, there is a 'Send' button and a 'From:' field. Below this, the 'To' field contains 'case@flagtel.com' and the 'Cc' field is empty. The 'Subject' field is labeled 'Add a subject'. The body of the email contains the following text:

Summary:<Provide a concise summary related to the case>

Service ID:<ServiceID1,ServiceID2,ServiceID3>

Impact:<Choose and type here one of the below>
<Any Other Request, New Activation, Site Access, Remote Hands and Eyes, Past Event, Low Performance, Currently Down>

Description:<Provide a detailed description of the trouble reported and elaborate initial troubleshooting steps taken at your end>