

Help Desk Escalation NGTS Support Process

End users are directed to work with their local Help Desk first. If the problems is still not resolved the IT Help Desk ensures that no network issues exist.

If no network issues exist then the Help Desk emails CBTS at: incidentsngts@cbts.net and includes the following:

- a. MAC Address →
- b. Phone Model
- c. The 10-digit phone number
- d. Detailed description

Look on the base of the phone.

