DFA CNNC Escalation Matrix

Who to call, and when, if a DFA service stays down.

Open 24 × 7 × 365

Log a fault with the CNNC first

SA toll-free **080 062 8662**

International **+27 11 202 4799**

Tier 1 Dark Fibre, Managed Services & Facilities Products

4 hours

Mean Time To Repair (MTTR)

- P Titan, Peregrine, Lumic, Calypte, Helios
- M Magellan
- F Tachyon



1 Outage longer than 1 hour

CNNC Escalations
Primary escalation contact
+27 (0)82 898 8485
nocescalations@dfafrica.co.za

2 Outage longer than 2 hours

CNNC Supervisor
+27 (0)67 595 2393
NOCSupervisors@dfafrica.co.za

3 Outage longer than 3 hours

CNNC Manager: DOA
Hlengiwe Mnisi
+27 (0)64 677 5469
Hlengiwe.Mnisi@dfafrica.co.za

Tier 2 Business Broadband

8 hours

Mean Time To Repair (MTTR)

- M Business Broadband



1 Outage longer than 4 hours

CNNC Escalations
Primary escalation contact
+27 (0)82 898 8485
nocescalations@dfafrica.co.za

2 Outage longer than 6 hours

CNNC Supervisor
+27 (0)67 595 2393
NOCSupervisors@dfafrica.co.za

3 Outage longer than 7 hours

CNNC Manager: DOA
Hlengiwe Mnisi
+27 (0)64 677 5469
Hlengiwe.Mnisi@dfafrica.co.za

P Dark fibre
M Managed service
F Facility

Business hours
24 × 7 × 365

Network status
dfafrica.co.za/status

Managing Executive: DFA Network Operations
Carel de Nysschen
+27 (0)82 991 0642 carel.denysschen@dfafrica.co.za

DFA is a Maziv company. Escalation matrix effective until superseded.