

Support Escalation Planner

Net-Work Internet will endeavour to provide the highest levels of service at all times. We appreciate that there may be occasions where customers may need to contact an escalation point to ensure that their concerns are being dealt with the correct level of focus.

The following table details the escalation path available to customers:

	Technical Support 8x5	Enhanced Support 24x7	Telecommunications	Sales, Orders & Account Handlers	Account Billing & Credit Management
Day to Day (EL0)	Tier/Level 1 Support 03302202280 support @ net-work.net	see contract	Tier/Level 1 Support 03302202280 support @ net-telco.net	0800 99 89 077 sales @ net-work.net	03302202253 accounts @ net-work.net
Escalation Level 1 (EL1)	Tier/Level 1 & 2 Support	See contract	Tier/Level 1 & 2 Support	n/a	n/a
Escalation Level 2 (EL2)	Team Leaders: Tier/Level 3 Support Andy Lear 033 022 022 52 andy.lear @ net-work.net			n/a	n/a
Escalation Level 3 (EL3)	The General Manager's Office: 033 022 022 51 tim.phillips @ net-work.net				

	Escalation Timescales (Business Hours)		
	Level 1 Priority	Level 2 Priority	Level 3 Priority
EL0	4	8	2 days
EL1	8	8	5 days
EL2	1-2 days	2 days	2 weeks
EL3	2 days	3-4 days	3 weeks

Table ET1: The maximum time scales that customers should expect for each Level of issue to be taken to escalation where:

Level 1 Priority Issue: Total Loss of Service / Critical Business Impact

Example PIL1.1: The service is down or experiencing excessive errors that prevent the customer from using the service;

Level 2 Priority Issue: Partial Loss of Service / Serious Business Impact

Example PIL2.1: Impaired service. There is a high error rate but not causing a complete failure in the ability to use the service;

Level 3 Priority Issue: Degradation of Service Quality / Minor Business Impact

Example PIL3.1: Low level of errors, intermittent errors.

	Response Times (Business Hours)		
	Level 1 Priority	Level 2 Priority	Level 3 Priority
ELO	1	1 day	1 day
EL1	2	1 day	1 day
EL2	2	1 day	2 days
EL3	4	1 day	2-3 days

Table RT2: The maximum time scales that customers should expect for a response for each Level of Priority issue in escalation where:

Level 1 Priority Issue: Total Loss of Service / Critical Business Impact

Example PIL1.1: The service is down or experiencing excessive errors that prevent the customer from using the service;

Level 2 Priority Issue: Partial Loss of Service / Serious Business Impact

Example PIL2.1: Impaired service. There is a high error rate but not causing a complete failure in the ability to use the service;

Level 3 Priority Issue: Degradation of Service Quality / Minor Business Impact

Example PIL3.1: Low level or errors, intermittent errors.