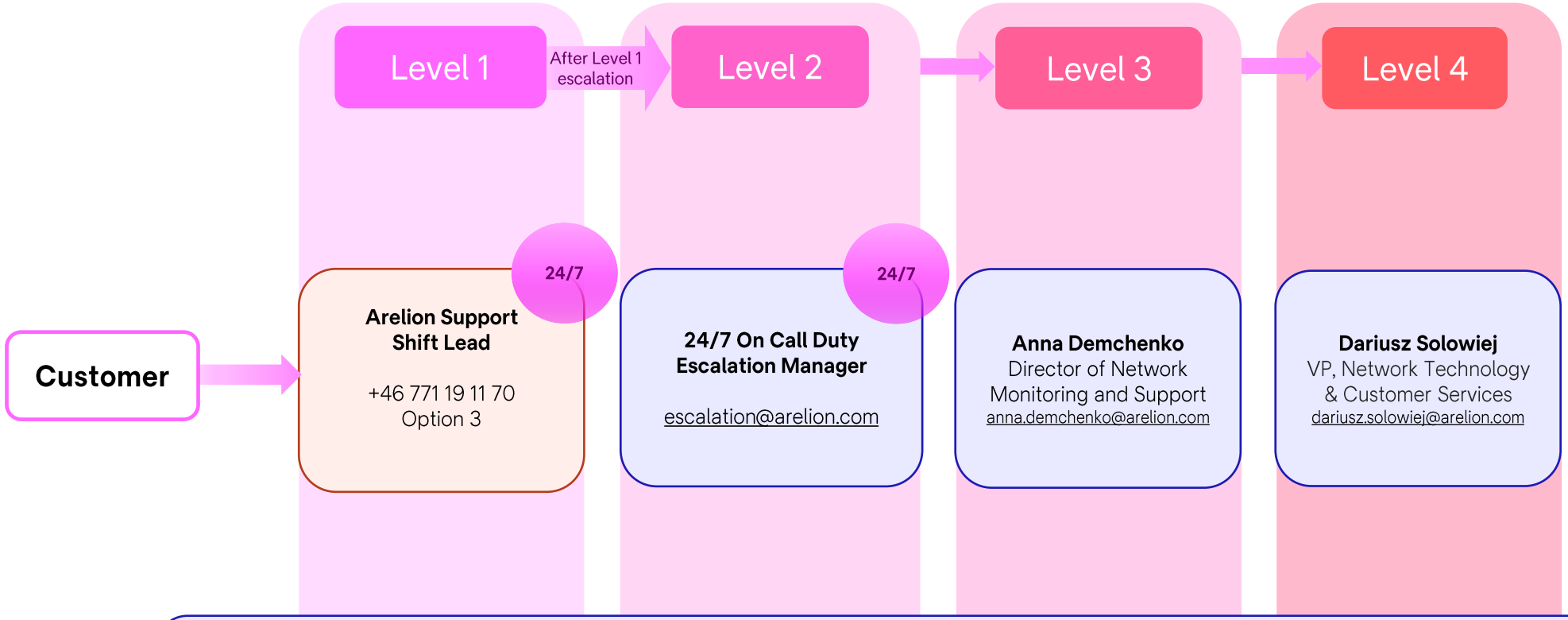
Incident Management Escalation Matrix

Arelion

External

Incident Escalation Matrix



- All escalations must begin at Level 1; higher-level escalations must have activated the previous level first.
- When escalating include all previous level contacts to maintain visibility to the escalation within Arelion.
- Escalations must occur at peer-to-peer levels.

Local Support freephone numbers: https://www.arelion.com/contact/customer-support.html

Actions at each level

L1

- Accepts and documents the customer escalation / Opens an internal escalation if progress is slow or otherwise unsatisfactory.
- Shift Leader/Escalation Manager Level 1 (available 24/7) reviews progress and assess what further action is needed.
- Can join/arrange taskforce meetings with customers/provider/engineers when needed.
- Escalating cases to partners (network providers & vendors).
- Triggers higher level escalations, as necessary.

L2

- Escalation Manager Level 2 (available on-call 24/7), increasing attention for the case with all involved units and/or 3rd parties.
- Can join/arrange taskforce meetings with customers/provider/engineers when needed.
- Acknowledge the escalation and call back to the customer when requested.

L3

- Escalation Level 3 (Anna Demchenko, Director) is informed and reaches out to customer if necessary.
- Will inform and involve other management resources within Arelion when needed.
- Can initiate peer-to-peer escalations with involved parties if appropriate.

L4

- Escalation Level 4 (Dariusz Solowiej, VP) is informed and reaches out to customer if necessary.
- Authorizes additional internal resource allocation as needed.
- Can initiate peer-to-peer commercial escalations to local partners, hardware vendors and other involved external parties as appropriate.



