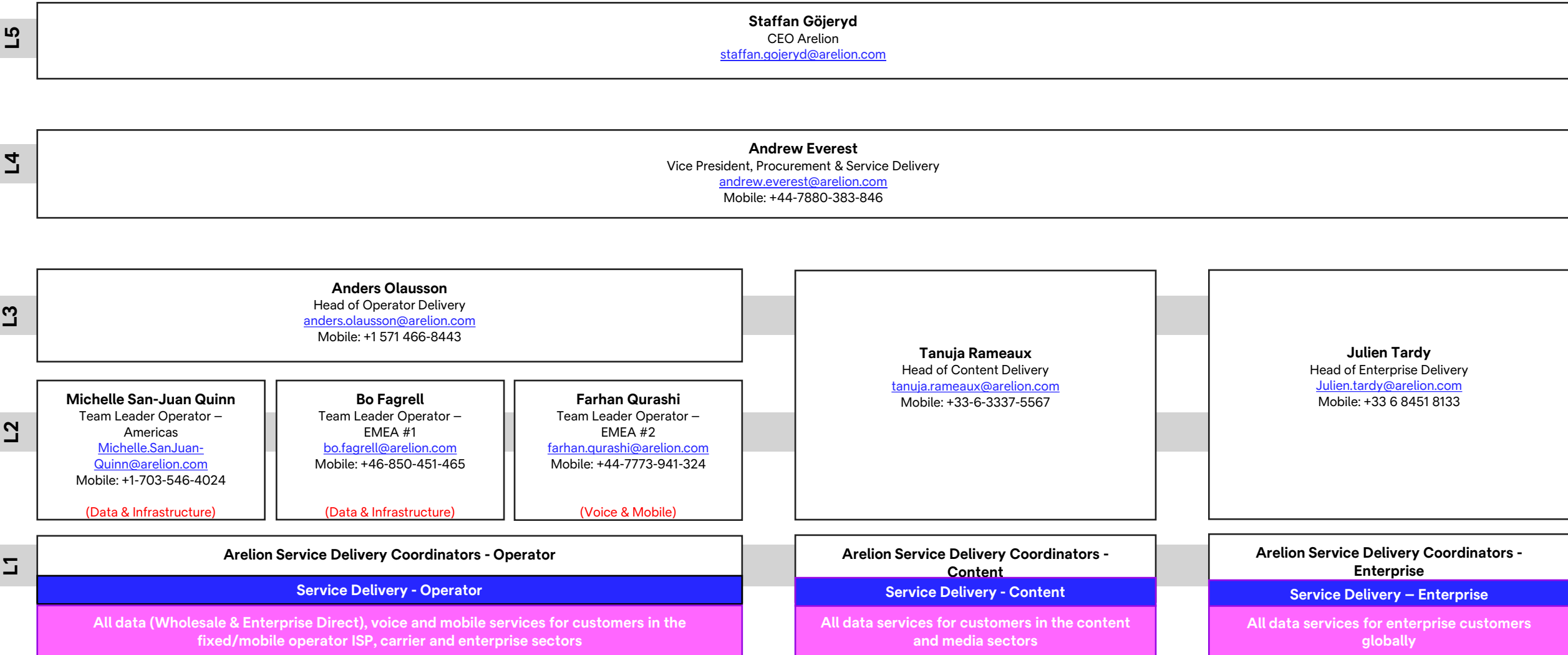


Service Delivery Escalation Matrix

Version 11

Service Delivery Escalation Matrix – Version 11



THIS ESCALATION MATRIX SHOULD NOT BE USED FOR OPERATIONAL FAULTS OR TROUBLE TICKETS – PLEASE REFER TO ARELION SUPPORT
FOR MORE INFORMATION: [Contact customer Support](#) | [Arelion](#)