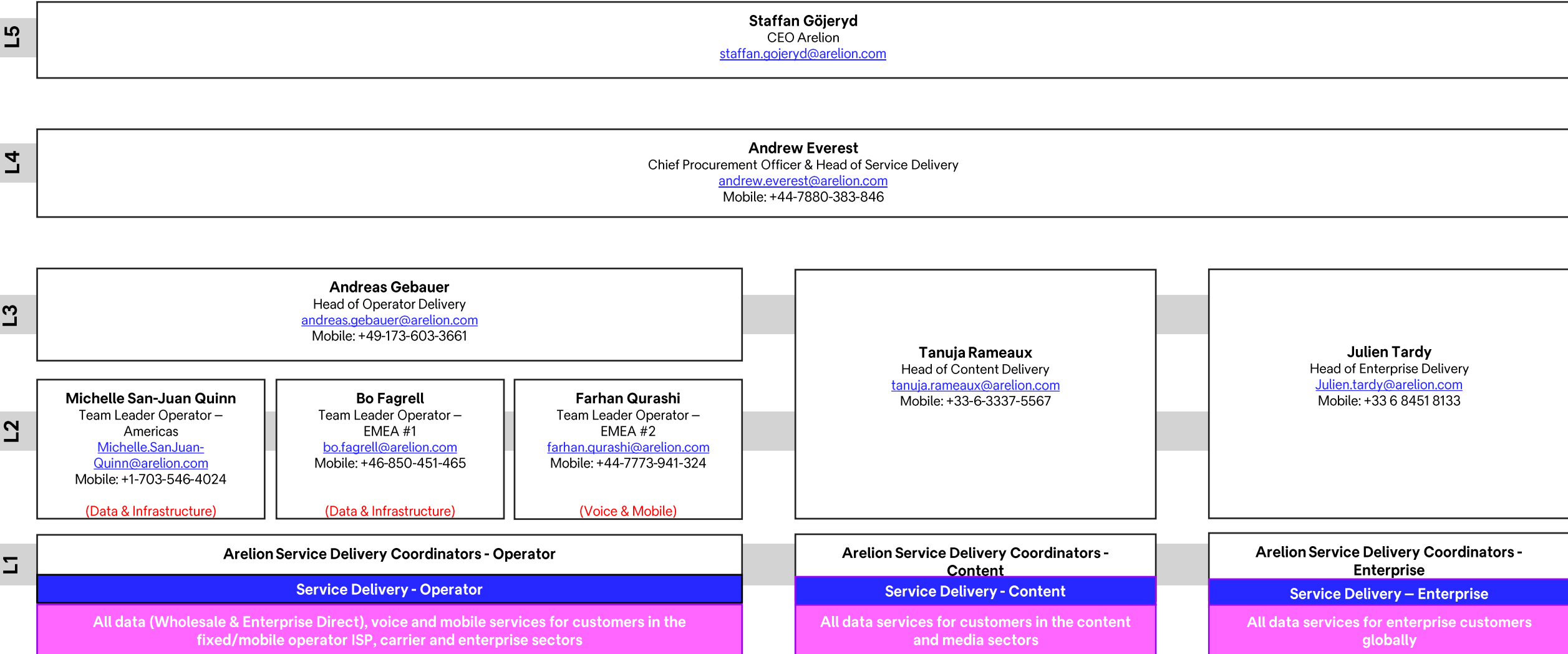


Service_Delivery_Escalation_Matrix

Version 10

Service_Delivery_Escalation_Matrix – Version 10



THIS ESCALATION MATRIX SHOULD NOT BE USED FOR OPERATIONAL FAULTS OR TROUBLE TICKETS - PLEASE REFER TO CUSTOMER CARE