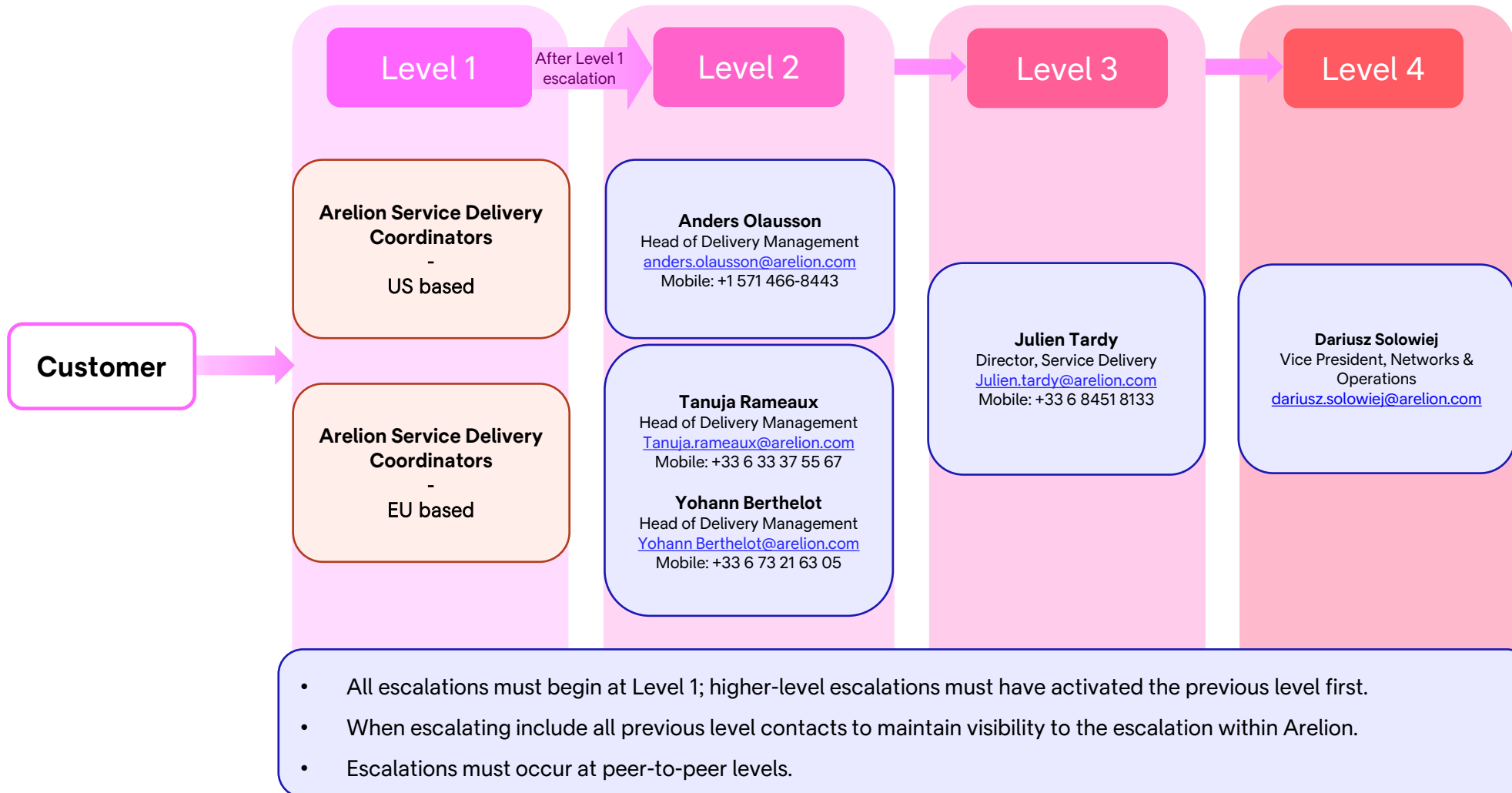


# Service Delivery Escalation Matrix

Version 15  
External

# Service Delivery Escalation Matrix – Version 15

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](#)



# Actions At Each Level

L5

- Arelion's CEO is informed, fully briefed on the issue(s) and involved
- CEO reserves the right to reach out to internal Arelion teams, suppliers or customers alike to progress the escalation at a peer to peer level
- Highest level of escalation



AFTER 24 HOURS

L4

- Escalation handed to Vice President - level 4 - as an executive escalation
- Level 4 management will drive the escalation with even more intensity both externally and internally
- Will establish peer to peer communication and ownership with external customers and suppliers alike and where necessary
- Internal escalation to CEO level is determined exclusively by level 4 – note customer can request further escalation as an external party



AFTER 24 HOURS

L3

- Escalation continues and focus is intensified reaching Director level
- Arelion management escalation level 3 reaches out to customer, if deemed necessary, to reinforce that we are aware and have full focus on solving the issues at hand
- Arelion management escalation level 3 will also contact suppliers, if deemed necessary, to trigger further escalation
- Level 4 Arelion management made aware that case could be further escalated to their level
- Customer can request the escalation to be raised to the next level if unsatisfied with progress or results



AFTER 48 HOURS

L2

- Team Leader and/or Head of Delivery function now involved to support Service Delivery Coordinator/Manager
- Latest delivery case information is summarized – issues clearly understood - actions assessed and triggered as required
- Team Leader and/or Head of Delivery takes the lead in pushing escalation
- Customer can request the escalation to be raised to the next level if unsatisfied with progress or results



AFTER 48 HOURS

L1

- Accepts and documents the customer escalation
- Service Delivery Coordinator/Manager reviews the delivery and assesses what further action is needed to properly progress the delivery
- Delivery escalation is summarized pending possible escalation up the chain
- Customer can request the escalation to be raised to the next level if unsatisfied with progress or results



ESCALATION TIME IS GIVEN AS AN INDICATIVE GUIDELINE