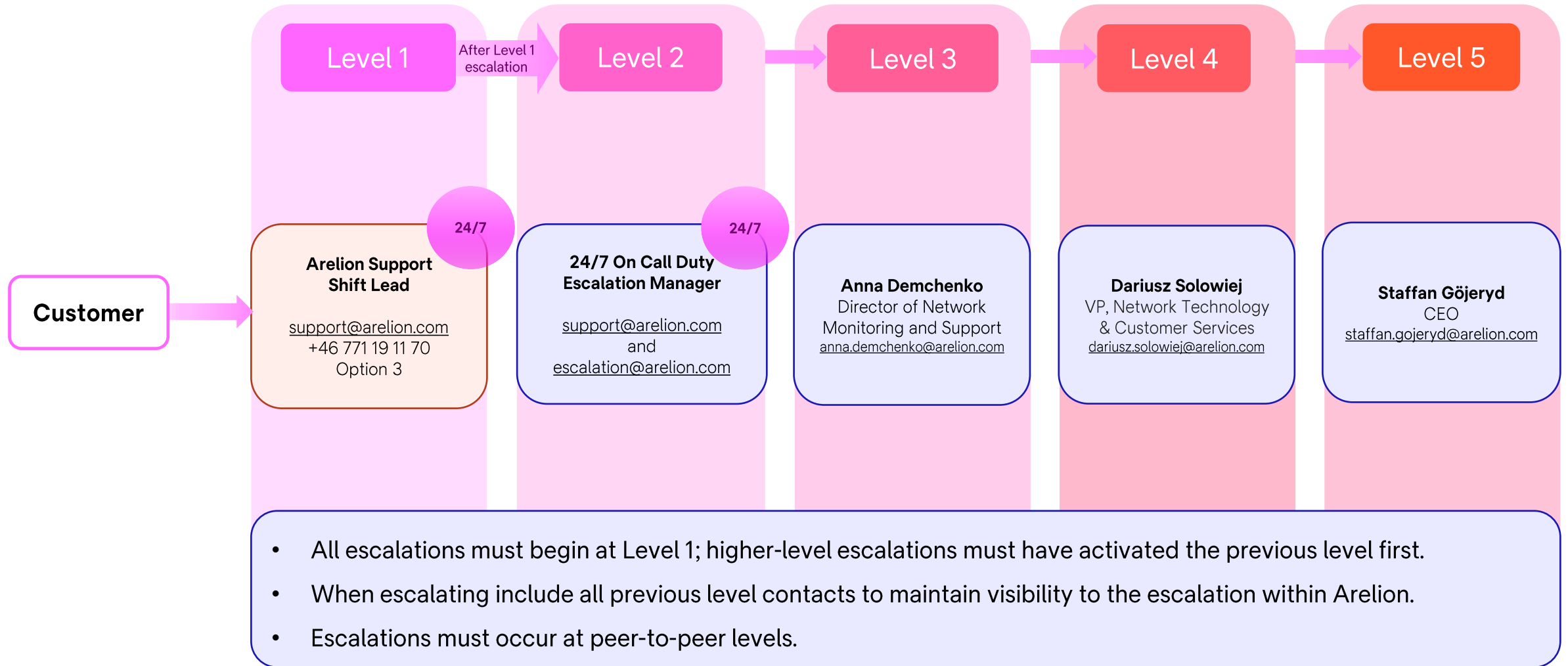


# Incident Management Escalation Matrix

# Incident Escalation Matrix



# 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.

L5

- CEO, Staffan Göjeryd is informed and reaches out to customer's Management team (CEO or similar) if necessary.
- Can initiate peer-to-peer escalations with involved parties if appropriate.



