

Incident Management Escalation Matrix

Global Sales

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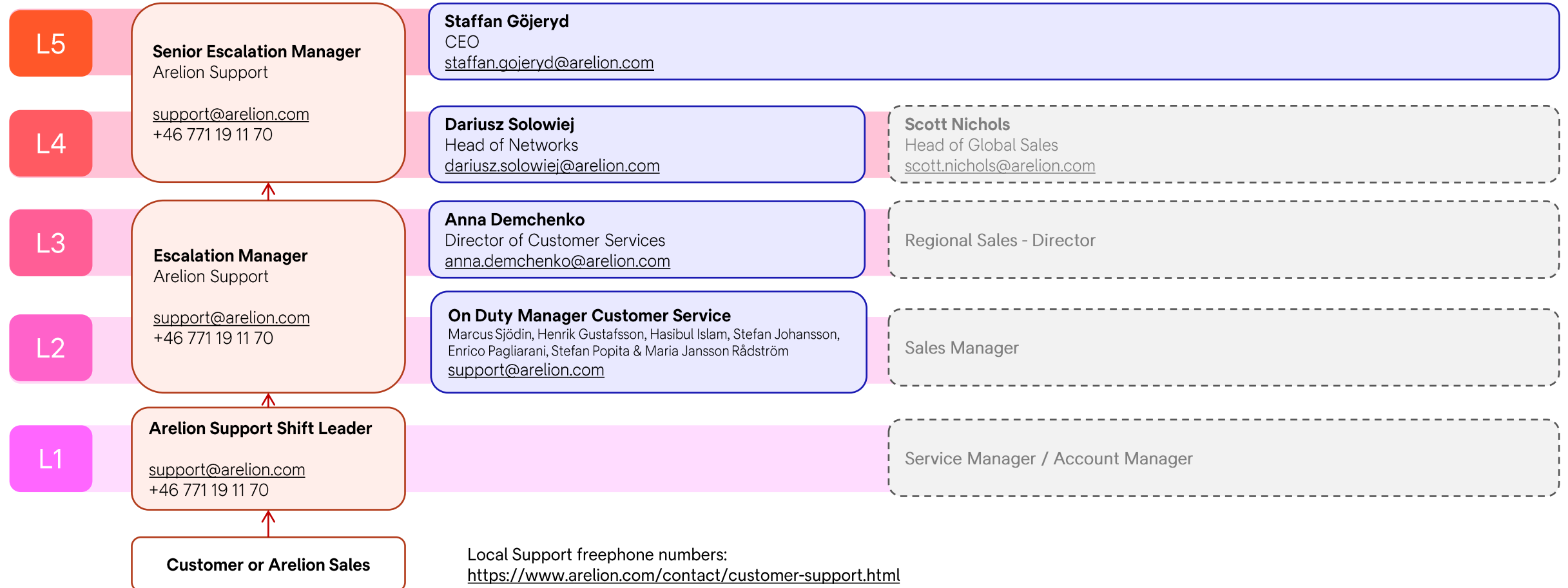
Incident Escalation Matrix

Global Sales (all non-voice services)

Incident Escalations – 24/7

On-Duty Arelion Management

Informed and consulted



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

Hong Kong 800 965 559 **Turkey 008 004 696 496**
Mexico 800 123 9599 **United States 888 436 1133**



Actions at each level

L5

- Senior Escalation Manager continues to drive progress
- CEO of Arelion informed and involved, reaching out to customer as required

L4

- Escalation handed over to a Senior Escalation Manager, Arelion Management level 4 informed
- Cross-unit higher level management informed hourly of case progress
- Frequent and regular crisis-team meetings are hosted to ensure resources across all functions are allocated and prioritized

L3

- Escalation continues, focus intensified and resource allocation reviewed again
- Arelion Management escalation level 3 is informed and reaches out to customer if deemed necessary, to reinforce that we are aware and have full focus on solving the issue at hand
- Escalation Manager or Shift Leader may involve other internal management or commercial escalations as needed to proceed with case resolution

L2

- Dedicated Escalation Manager is appointed to focus on the technical case resolution, reviewing priority, resource situation, and securing attention for the case with all involved units or 3rd parties
- EM organizes multifunctional calls or tasks forces if needed to properly secure progress of the case
- Shift Leader remains end-to-end responsible, securing information flow and acts as Single Point of Contact for further escalations

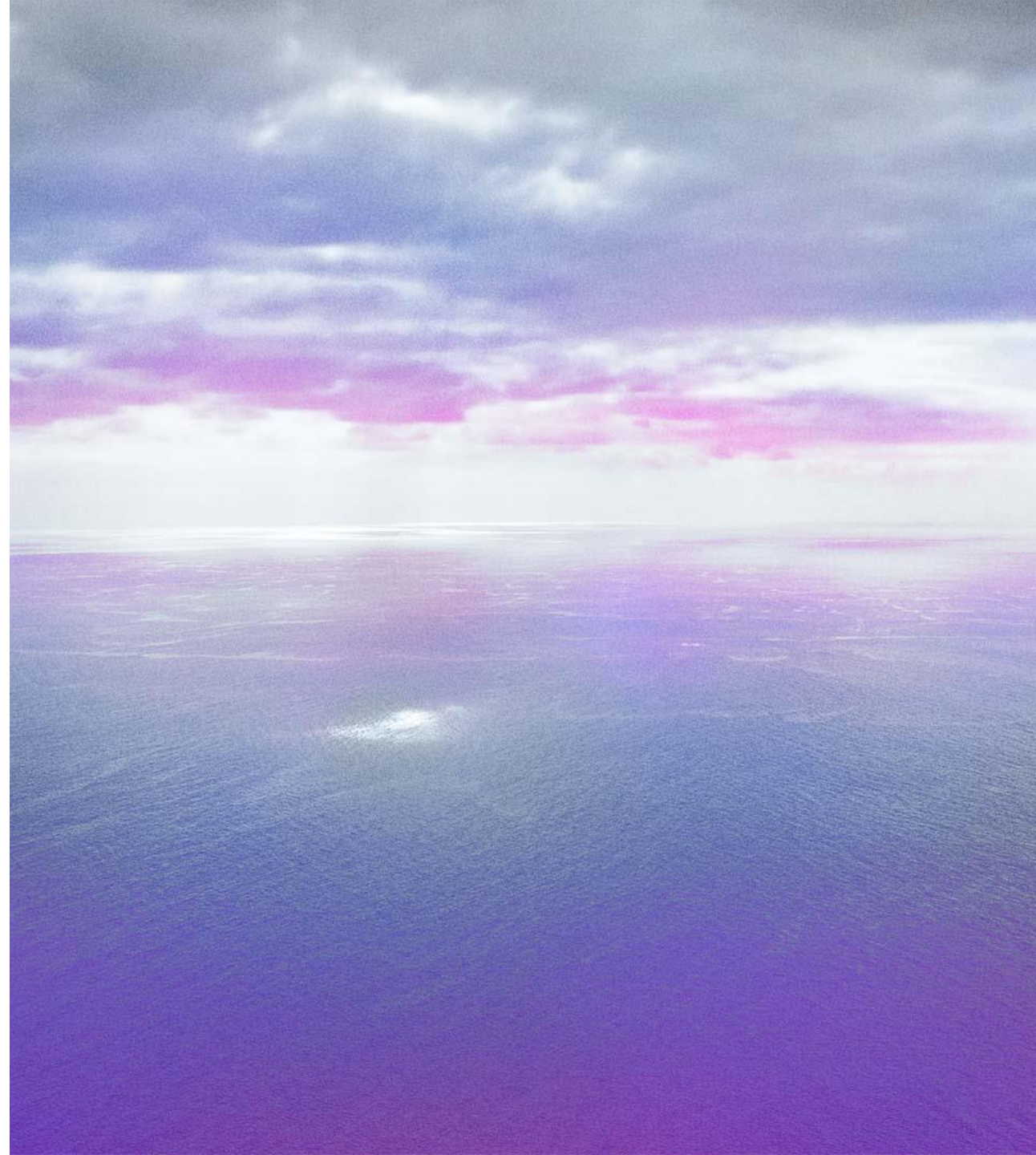
L1

- Accepts and documents the customer escalation / Opens an internal escalation if progress is slow or otherwise unsatisfactory
- Customer can request the escalation to be raised to the next level if unsatisfied with progress or results
- Shift Leader reviews progress and assess what further action is needed to properly progress the case
- Shift Leader informs relevant commercial contacts of the ongoing customer escalation



Voice Trading

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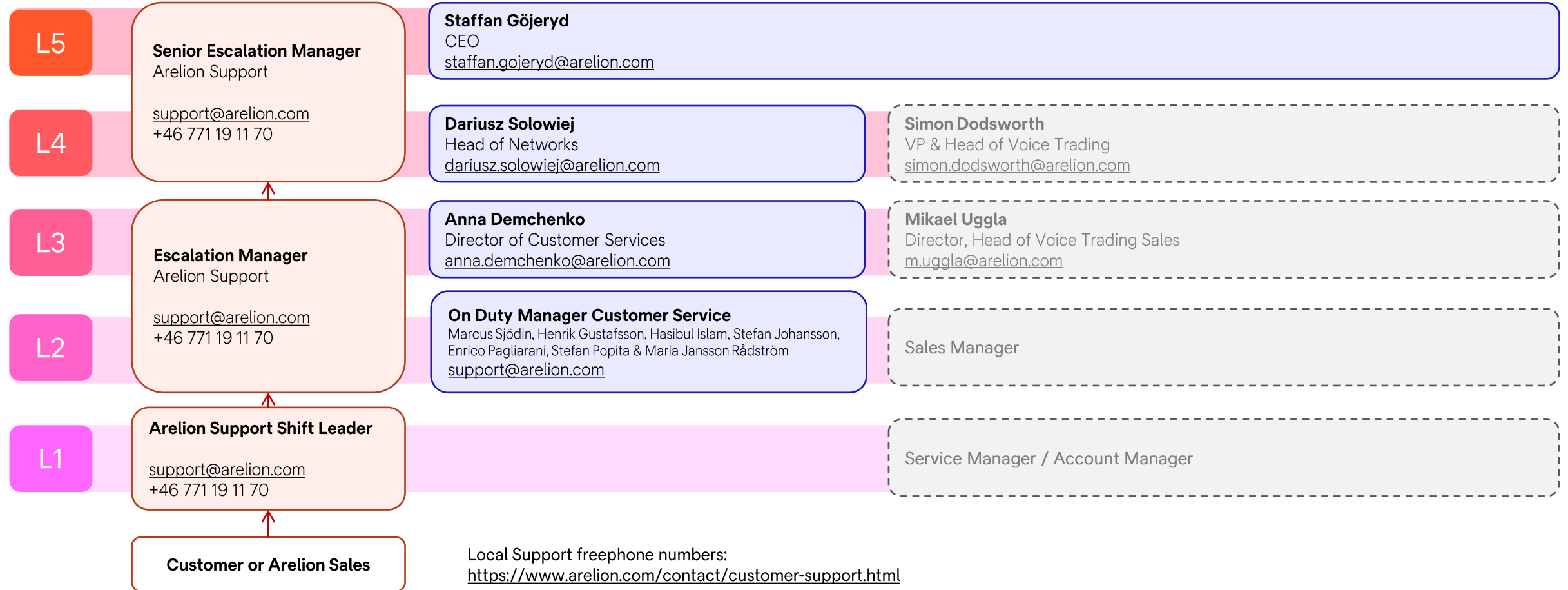
Incident Escalation Matrix

Voice Trading (voice services)

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