

# Incident Management Escalation Matrix

# Global Sales

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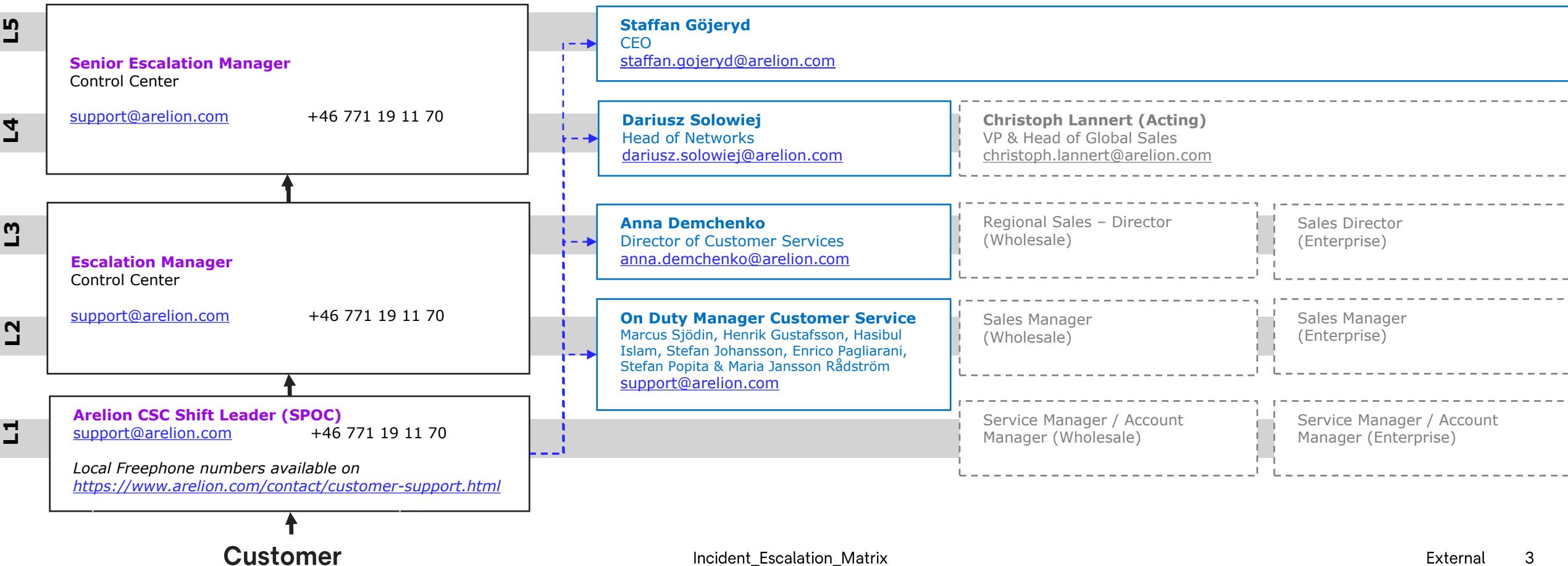
# Incident Escalation Matrix

## Global Sales (all non-voice services)

### Incident Escalations 24/7 Availability

### On-Duty Arelion Management

### Informed and Consulted



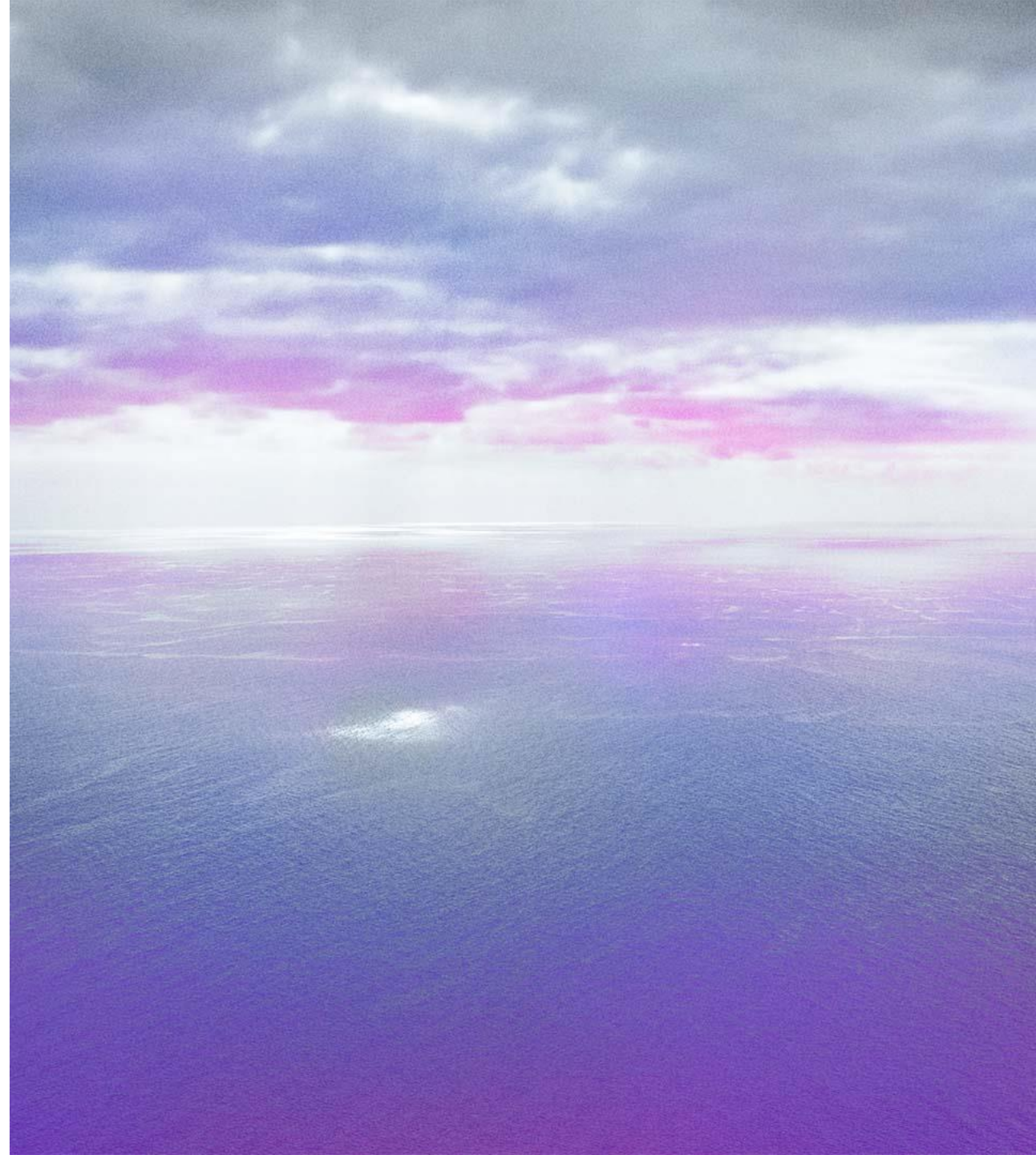
# Actions at each level

L5	<ul style="list-style-type: none"><li>• Senior Escalation Manager continues to drive progress</li><li>• CEO of Arelion informed and involved, reaching out to customer as required</li></ul>
L4	<ul style="list-style-type: none"><li>• Escalation handed over to a Senior Escalation Manager, Arelion Management level 4 informed</li><li>• Cross-unit higher level management informed hourly of case progress</li><li>• Frequent and regular crisis-team meetings are hosted to ensure resources across all functions are allocated and prioritized</li></ul>
L3	<ul style="list-style-type: none"><li>• Escalation continues, focus intensified and resource allocation reviewed again</li><li>• 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</li><li>• Escalation Manager or Shift Leader may involve other internal management or commercial escalations as needed to proceed with case resolution</li></ul>
L2	<ul style="list-style-type: none"><li>• 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</li><li>• EM organizes multifunctional calls or tasks forces if needed to properly secure progress of the case</li><li>• Shift Leader remains end-to-end responsible, securing information flow and acts as Single Point of Contact for further escalations</li></ul>
L1	<ul style="list-style-type: none"><li>• Accepts and documents the customer escalation / Opens an internal escalation if progress is slow or otherwise unsatisfactory</li><li>• Customer can request the escalation to be raised to the next level if unsatisfied with progress or results</li><li>• Shift Leader reviews progress and assess what further action is needed to properly progress the case</li><li>• Shift Leader informs relevant commercial contacts of the ongoing customer escalation</li></ul>



# Voice Trading

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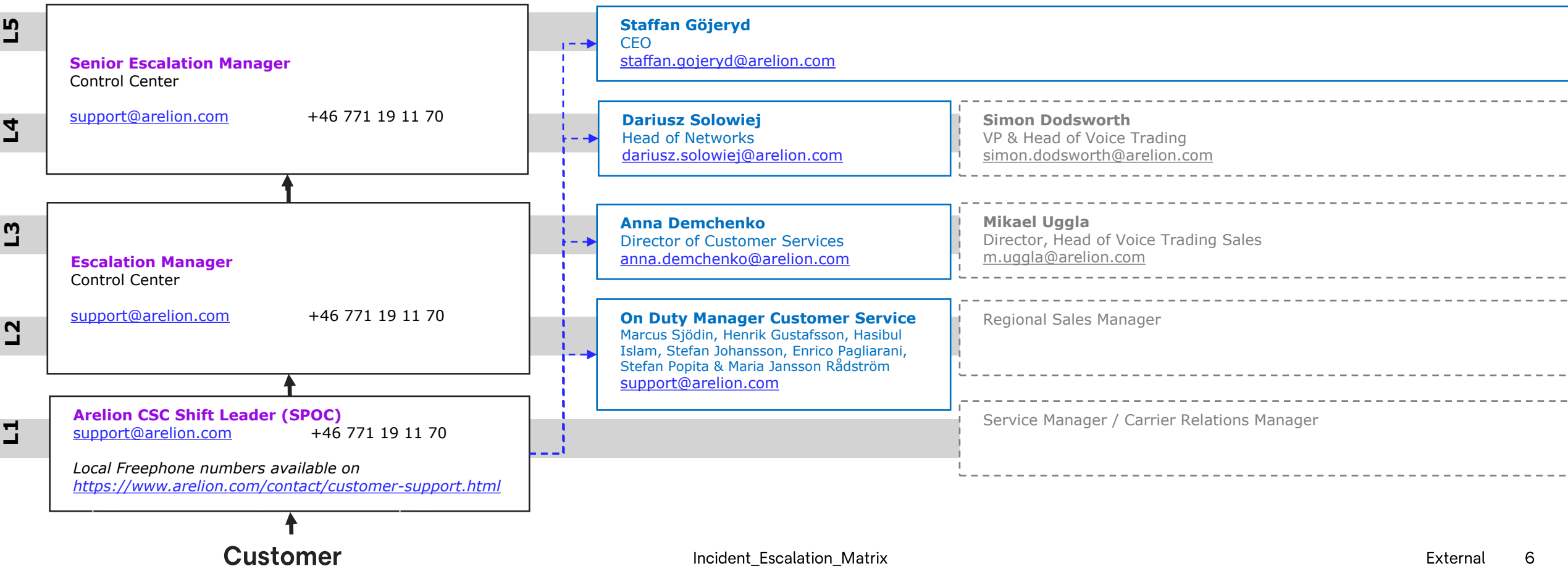
# Incident Escalation Matrix

## Voice Trading (voice services)

### Incident Escalations 24/7 Availability

### On-Duty Arelion Management

### Informed and Consulted



# Actions at each level

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