



CTAC Customer Support Escalation Matrix

REF: _IFB DNCS G.3.4.2

Since 1996, ENA's CTAC has provided each of ENA Service entities a single source of Engineering support for all customer needs. In addition to the focus on ENA products and high levels of customer service, ENA's CTAC Customer Support Engineers (CSEs) pursue specialized, industry-recognized technical certifications as well as many vendor-specific certifications. Having these certifications in our support center verifies the team troubleshoots and supports our full suite of services. Moreover, because of the experience and expertise of our CTAC CSEs, 96% of reported needs are resolved quickly and without escalation—providing on the spot resolutions and overall better service to our customers.

All of ENA's technical teams embrace the methodologies of Information Technology Service Management (ITSM) principals and related frameworks to deliver our comprehensive customer support model. Our CTAC teams are available 24x7x365 via toll free phone or e-mail. Please use either method to contact us; however, emergency situations are best prioritized via a phone call.

Level 1

CALNET Customer Support

833-5CALNET (833-522-5638)

support@ena.com

Level 2

CTAC Manager

615-312-6093

CTACManagers@ena.com

Level 3

Senior Leadership

Chris Newgaard - Senior CTAC Manager

615-312-6085

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