

CALNET Customer Escalation Process

REF: IFB DNCS G.3.4.2





Service Category 22 – Cloud - Hosted VoIP Services

Escalation Level	Name	Title	Contact Information
1st Level	Zayo Education CTAC		support@ena.com 888.612.2880
2nd Level	Aurora Bradley Danny McPhee	Manager-Service Assurance Manager-Service Assurance	ctacmanagers@ena.com 615.312.6093
3rd Level	Chris Newgaard	Director-Service Assurance	christopher.newgaard@zayo.com 615.312.6085

Escalation Matrix

Zayo Education understands that earning and keeping the trust of our customers is dependent on our ability to quickly achieve service restoration and problem resolution. We further understand that any loss of service can greatly impact the end user, and our escalation priority levels and procedures are designed to ensure impact durations are kept as short as possible. This is a result of our keen focus on customer service and the superior talent, experience, and commitment of our team combined with our technical approach.

We utilize an escalation system based on and customized for the needs of our end users. The following chart outlines the Zayo Education escalation protocol based on incident priority. This protocol ensures the right level of visibility and resource commitment for each incident so that service is restored in the shortest timeframe possible in the event of a service impacting incident.

PRIORITY LEVEL	IMMEDIATE	15 Minutes	1 Hour	2 Hours	8 Hours	12 Hours
 PRIORITY 1 CRITICAL INCIDENT	CTAC Managers	Director of Customer Support	VP of Operations	CEO	-	-
 PRIORITY 2 MAJOR INCIDENT	CTAC Managers	CTAC Managers	Director of Customer Support	VP of Operations	Customer Support Director & VP of Operations; Escalate to Critical	-
 PRIORITY 3 MINOR INCIDENT	Customer Support Engineers	Customer Support Engineers	CTAC Managers	Director of Customer Support	Director of Customer Support	Escalated to Major; Notify VP of Operations
 PRIORITY 4 REQUEST	CTAC	All requests are reviewed by the CTAC team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.				

Incident Escalation Matrix