

## Escalations Matrix

### Escalation to Dispatch Team and Tier 2 for follow ups:

- Installation of New Clients: For scheduling new client setups promptly. **TAT 6hrs**
- Loss of Signal (LOS) Issues: Dispatch for onsite troubleshooting for clients experiencing loss of signal. **TAT 2hrs**
- High Optical Power Range: Address cases with high optical power causing network interruptions. **TAT 2hrs**
- Shifting Services: Relocation of lines to a new premises. **TAT 6hrs**
- In-House Shifting: Moving ONU within the client's premises as requested. **TAT 2hrs**
- ONU Swap: Replacement of faulty or outdated ONUs. **TAT 2hrs**
- Delivering Extenders: Delivery and setup of Wi-Fi extenders for signal coverage. **TAT 2hrs**
- Faulty Adapter Replacement: Providing replacement adapters for continued connectivity. **TAT 2hrs**
- Extender Delivery Survey: Site inspection to identify optimal extender placement. **TAT 2hrs**
- Hanging Cable Report: Immediate action for cables posing hazards or improperly positioned. **TAT 2hrs**
- Needs FAT/MDU
- Area under construction (FDT not ready)
- Needs a pole and cable
- FAT not powered
- Cable Cut/Fallen Pole Report: Rapid repair for cable or pole damage. **TAT 2hrs**
- shifting to area that is RFS **TAT 2hrs**
- shifting to another location where MDU not ready, access granted by management of the building

**Note** for shifting clients, get where client is relocating from and where is shifting to

request client to share google pin location to confirm if in with the coverage,

escalate the account to finance to pause the package,

if client is having no package and is within the coverage advise client to make payment and after making payment escalate to finance to pause the package,

after pausing the package raise book a ticket for site visit

### Escalation to Network Operations Center (NOC)

- Account Provisioning/Re-provisioning: Adding or refreshing account configuration. **TAT 15minutes**

### Escalation to Tier 2

- IP Not Picking: Fix backend IP assignment issues for devices. **TAT 15minutes**
- OLT Outages: Address widespread service outages related to the Optical Line Terminal. **TAT 3hrs**
- Persistent Slow Speeds: Investigate complaints of slow internet speeds. **TAT 15minutes**
- Persistent "Connected without Internet": Diagnose and resolve backend connectivity issues. **TAT 15minutes**

- High Packet Loss: Monitor and troubleshoot high packet loss impacting service quality. **TAT 15minutes**
- Frequent Disconnects: Look into repeated service drops or interruptions. **TAT 15minutes**
- Backend Configuration Issues: Diagnose technical issues requiring server or system changes. **TAT 15minutes**
- System-Wide Configuration Changes: Make adjustments on larger network settings for all clients.

#### Escalation to Team Leader (TL)/billing team

- Request for Upgrade/Downgrade: Authorize client plan changes. **TAT 15minutes**
- Manual Package Assignment: Handle cases where packages fail to activate post-payment. **TAT 15minutes**
- Payment to Wrong Account: Correct misdirected payments affecting service. **TAT 15minutes**
- Adjustment of Billing Date: Approve adjustments for billing cycles. **TAT 15minutes**
- Assign Provisioning Packages: Authorize service packages based on client needs. **TAT 15minutes**
- Special Request Escalation: Manage escalations for client-specific, non-standard requests. **TAT 15minutes**
- Complaints Regarding Service Quality: Investigate unresolved complaints on service delivery. **TAT 15minutes**
- Request to put accounts on hold: Review cases with billing or technical issues before suspension. **TAT 15minutes**
- Compensation **TAT 2hrs**
- Refund. **TAT 4days**
- Request for EFRIS **TAT 2hrs**

#### **For client requesting EFRIS Should provide the following,**

- TIN number
- Which month
- Transaction id
- Account number
- Amount paid
- Tel Number
- Email address

#### **For clients Paid to wrong account**

- Right and wrong account
- Transaction id
- Account number
- Amount paid
- Tel Number
- Date of making payment

#### **For Payment not reflecting on the account**

- Transaction id
- Account number
- Amount paid

- Tel Number
- Date of making payment

**Request for Refund**

- Transaction id
- Account number
- Amount paid
- Tel Number
- Date of making payment
- Reason for refund

**Escalation to CS Manager/CEO**

- Request for Complimentary Package: Review and authorize complimentary service requests.
- Exceptional Account Adjustments: Address unique billing or service disputes.
- Approval for High-Risk Escalations: Handle escalations with significant impact on operations.
- Customer Retention Strategies: Approve special offers or adjustments to retain key clients.
- Service Level Agreement (SLA) Breach Compensation: Evaluate and authorize SLA compensation.
- Priority Client Assistance: Fast-track resolutions for high-priority clients.
- Approval for New Process Implementations: Finalize process changes that impact client service.

