

**Ascend**



# **Ascend Customer Service Escalation Standards**

EMEA Customer Service  
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# Escalation Priorities and Resolution Goals



## Priority 1: High

### Customer / Service Effecting

**\* Goal \***

**Immediate**

Communication functionality is lost or so severely degraded that the network is unusable.

System resets.

Fix or reduce to Priority 2 or less ASAP

## Priority 2: Medium

### Reduced Functionality

**48 hours**

Some loss of functionality or utility due to a partial system failure.

Significant deviations from specified performance objectives

Provide a fix or a workaround that keeps the equipment functioning at a reduced level of utility

# Escalation Priorities and Resolution Goals (cont'd)



## Priority 3: Low

### Service Impairment / Installation

30 Days

Customer perceives a problem or is unable to successfully operate the equipment for their application.

Complexities in the user interface

Documentation irregularities

Less significant deviations from specified performance

## Priority 4: Question / Information

### No Operational Impact

120 Days

Customer requires assistance to improve utility or management of the network

Feature Requests

# Customer Notification Schedule



Event	Timeframe	Frequency of Customer Contact	Ascend Management notification
Priority 1	On Receipt	Continuous or as arranged with customer	TAC Support Manager, or Major Accounts Support Manager
	30 minutes	Continuous	Escalation Support Engineer Escalation Support Manager Director, Customer Service
	60 minutes	Continuous	Development Engineering VP, Customer Service
	120 minutes	Continuous	VP, Engineering VP, Customer Satisfaction SVP, Sales
Priority 2	< 4 hours	Minimum every 4 hours or as requested	TAC Support Manager or Major Accounts Support Manager
	< 8 hours	As requested	Escalation Support Engineer Escalation Support Manager Director, Customer Service
	< 24 hours	Minimum every 24 hours or as requested	Development Engineering VP, Customer Service
Priority 3	< 48 hours	Minimum every 48 hours or as arranged with customer	TAC Support Manager, or Major Accounts Support Manager
	<1 week	Minimum every 48 hours or as arranged with customer	Escalation Support Engineer Escalation Support Manager Director, Customer Service
Priority 4	< 1 week	Minimum every 1 week or as requested	TAC Support Manager, or Major Accounts Support Manager

# Problem Resolution Targets



Priority	CS	Engineering
1	4 hours Resolution or Escalation	8 hours
2	48 hours Resolution or Escalation	1 week
3	1 week Resolution or Escalation	30 days
4	30 days Resolution or Escalation	90 days



# **Ascend Customer Services**

## ***“Setting New Standards for Network Support”***