

INCIDENT MANAGEMENT ESCALATION MATRIX

EXTERNAL



GLOBAL SALES

The background features a series of diagonal stripes in shades of magenta, purple, and cyan, creating a modern and dynamic aesthetic.

INCIDENT ESCALATION MATRIX

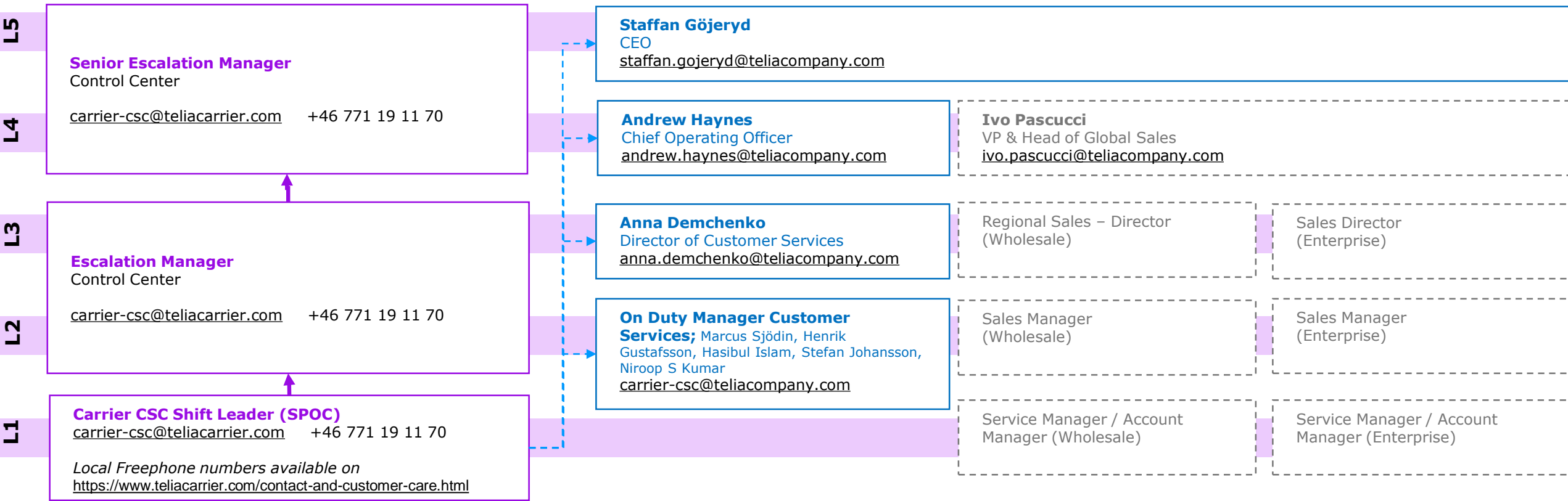
GLOBAL SALES

INCIDENT ESCALATIONS

24/7 AVAILABILITY

ON-DUTY CARRIER MANAGEMENT

INFORMED AND CONSULTED



CUSTOMER



ACTIONS AT EACH LEVEL

L5

- Senior Escalation Manager continues to drive progress
- CEO of Carrier informed and involved, reaching out to customer as required

L4

- Escalation handed over to a Senior Escalation Manager, Carrier Management level 4 informed
- Cross-unit higher level management informed hourly of case progress
- Frequent and regular crisis-team meetings are hosted to ensure resources across all functions are allocated and prioritized

L3

- Escalation continues, focus intensified and resource allocation reviewed again
- Carrier 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
- Escalation Manager or Shift Leader may involve other internal management or commercial escalations as needed to proceed with case resolution

L2

- 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
- EM organizes multifunctional calls or tasks forces if needed to properly secure progress of the case
- Shift Leader remains end-to-end responsible, securing information flow and acts as Single Point of Contact for further escalations

L1

- Accepts and documents the customer escalation / Opens an internal escalation if progress is slow or otherwise unsatisfactory
- Customer can request the escalation to be raised to the next level if unsatisfied with progress or results
- Shift Leader reviews progress and assess what further action is needed to properly progress the case
- Shift Leader informs relevant commercial contacts of the ongoing customer escalation

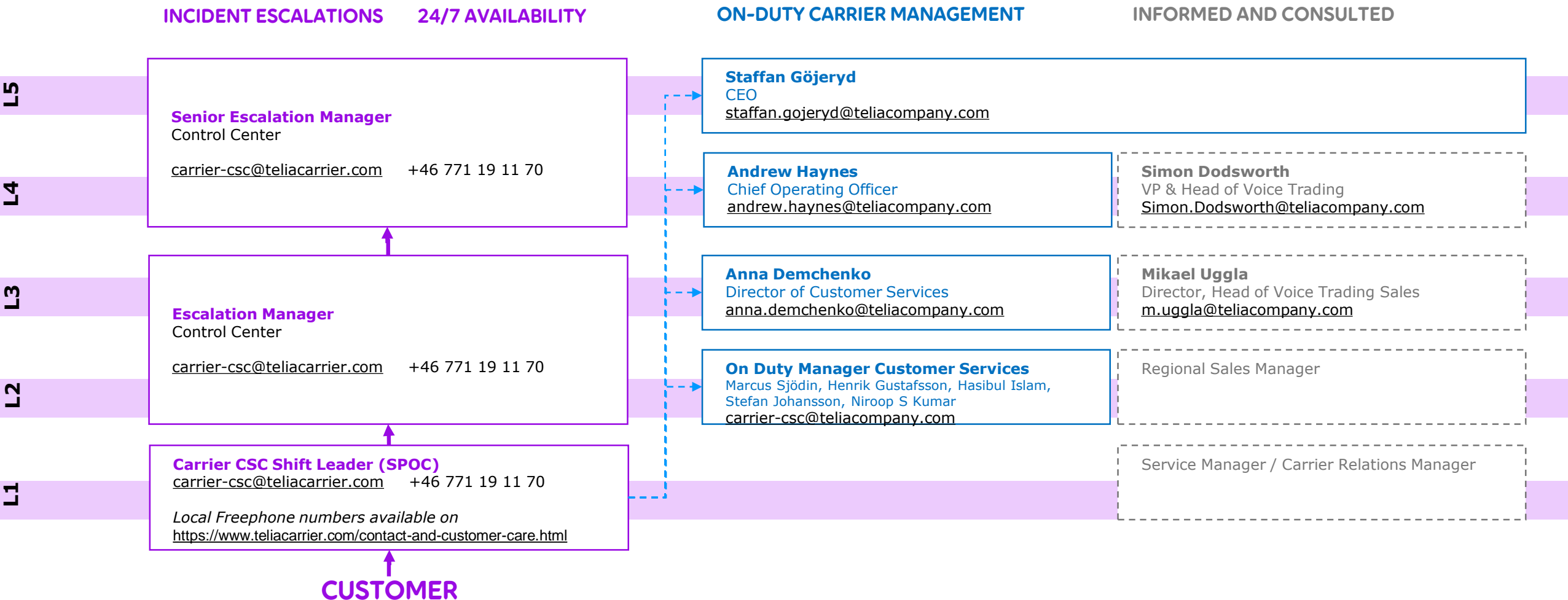


VOICE TRADING

The background features a series of diagonal stripes in shades of magenta, purple, and cyan, creating a modern and dynamic aesthetic.

INCIDENT ESCALATION MATRIX

VOICE TRADING



ACTIONS AT EACH LEVEL

L5

- Senior Escalation Manager continues to drive progress
- CEO of Carrier informed and involved, reaching out to customer as required

L4

- Escalation handed over to a Senior Escalation Manager, Carrier Management level 4 informed
- Cross-unit higher level management informed hourly of case progress
- Frequent and regular crisis-team meetings are hosted to ensure resources across all functions are allocated and prioritized

L3

- Escalation continues, focus intensified and resource allocation reviewed again
- Carrier 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
- Escalation Manager or Shift Leader may involve other internal management or commercial escalations as needed to proceed with case resolution

L2

- 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
- EM organizes multifunctional calls or tasks forces if needed to properly secure progress of the case
- Shift Leader remains end-to-end responsible, securing information flow and acts as Single Point of Contact for further escalations

L1

- Accepts and documents the customer escalation / Opens an internal escalation if progress is slow or otherwise unsatisfactory
- Customer can request the escalation to be raised to the next level if unsatisfied with progress or results
- Shift Leader reviews progress and assess what further action is needed to properly progress the case
- Shift Leader informs relevant commercial contacts of the ongoing customer escalation





Telia Carrier

