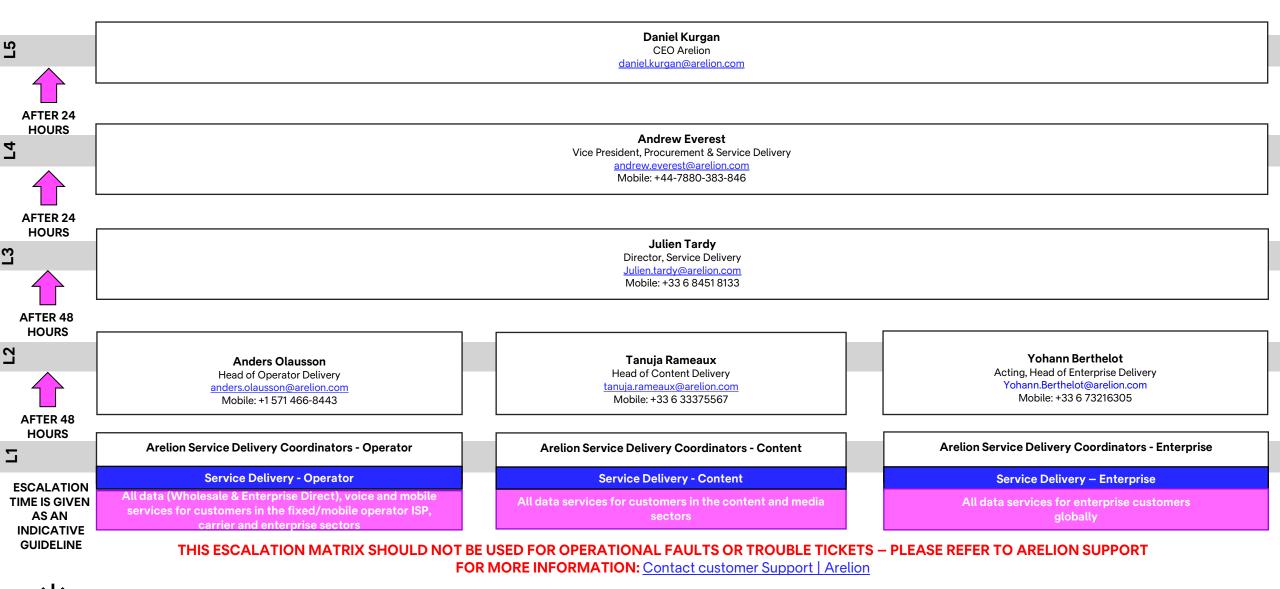
## Service Delivery Escalation Matrix Version 14 External



## Service\_Delivery\_Escalation\_Matrix – Version 14



3\_External - Service\_Delivery\_Escalation\_Matrix\_v14.pptx

## Actions\_At\_Each\_Level

_5	<u>_</u>	<ul> <li>Arelion's CEO is informed, fully briefed on the issue(s) and involved</li> <li>CEO reserves the right to reach out to internal Arelion teams, suppliers or customers alike to progress the escalation at a peer to peer level</li> <li>Highest level of escalation</li> </ul>
	AFTER 24 HOURS	Escalation handed to Vice President - level 4 - as an executive escalation
_4		<ul> <li>Escalation handed to vice President - level 4 - as an executive escalation</li> <li>Level 4 management will drive the escalation with even more intensity both externally and internally</li> <li>Will establish peer to peer communication and ownership with external customers and suppliers alike and where necessary</li> <li>Internal escalation to CEO level is detirmined exclusively by level 4 - note customer can request further escalation as an external party</li> </ul>
	AFTER 24 HOURS	Escalation continues and focus is intensified reaching Director level
_3		<ul> <li>Arelion management escalation level 3 reaches out to customer, if deemed necessary, to reinforce that we are aware and have full focus on solving the issues at hand</li> <li>Arelion management escalation level 3 will also contact suppliers, if deemed necessary, to trigger further escalation</li> <li>Level 4 Arelion management made aware that case could be further escalated to their level</li> </ul>
	AFTER 48 HOURS	Customer can request the escalation to be raised to the next level if unsatisfied with progress or results
_2		<ul> <li>Team Leader and/or Head of Delivery function now involved to support Service Delivery Coordinator/Manager</li> <li>Latest delivery case information is summarized – issues clearly understood - actions assessed and triggered as required</li> <li>Team Leader and/or Head of Delivery takes the lead in pushing escalation</li> <li>Customer can request the escalation to be raised to the next level if unsatisfied with progress or results</li> </ul>
	AFTER 48 HOURS	• Customer carriequest the escalation to be raised to the next level in unsatisfied with progress of results
L1		<ul> <li>Accepts and documents the customer escalation</li> <li>Service Delivery Coordinator/Manager reviews the delivery and assesses what further action is needed to properly progress the delivery</li> <li>Delivery escalation is summarized pending possible escalation up the chain</li> <li>Customer can request the escalation to be raised to the next level if unsatisfied with progress or results</li> </ul>
*	ESCALATION TIME IS GIVEN AS AN INDICATIVE GUIDELINE	3_External - Service_Delivery_Escalation_Matrix_v14.pptx 2-Jan-24 Exter