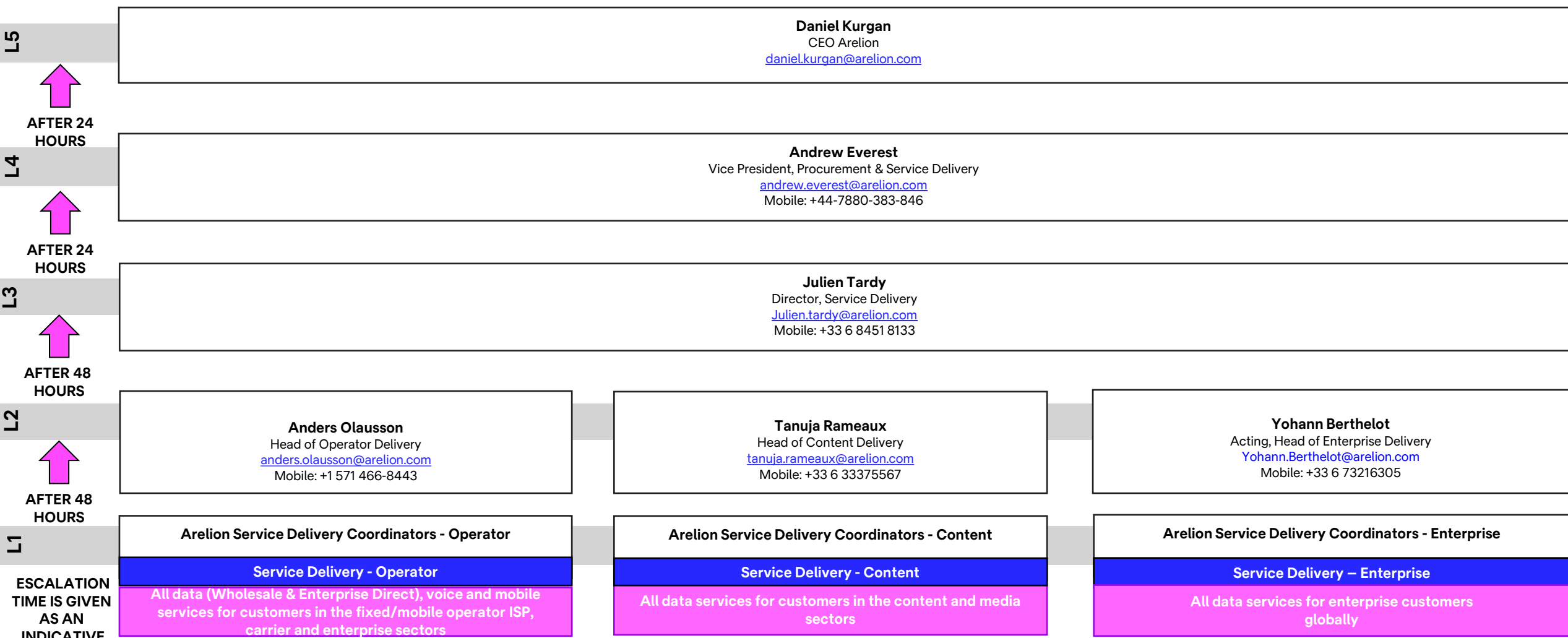


# Service\_Delivery\_Escalation\_Matrix

Version 14  
External

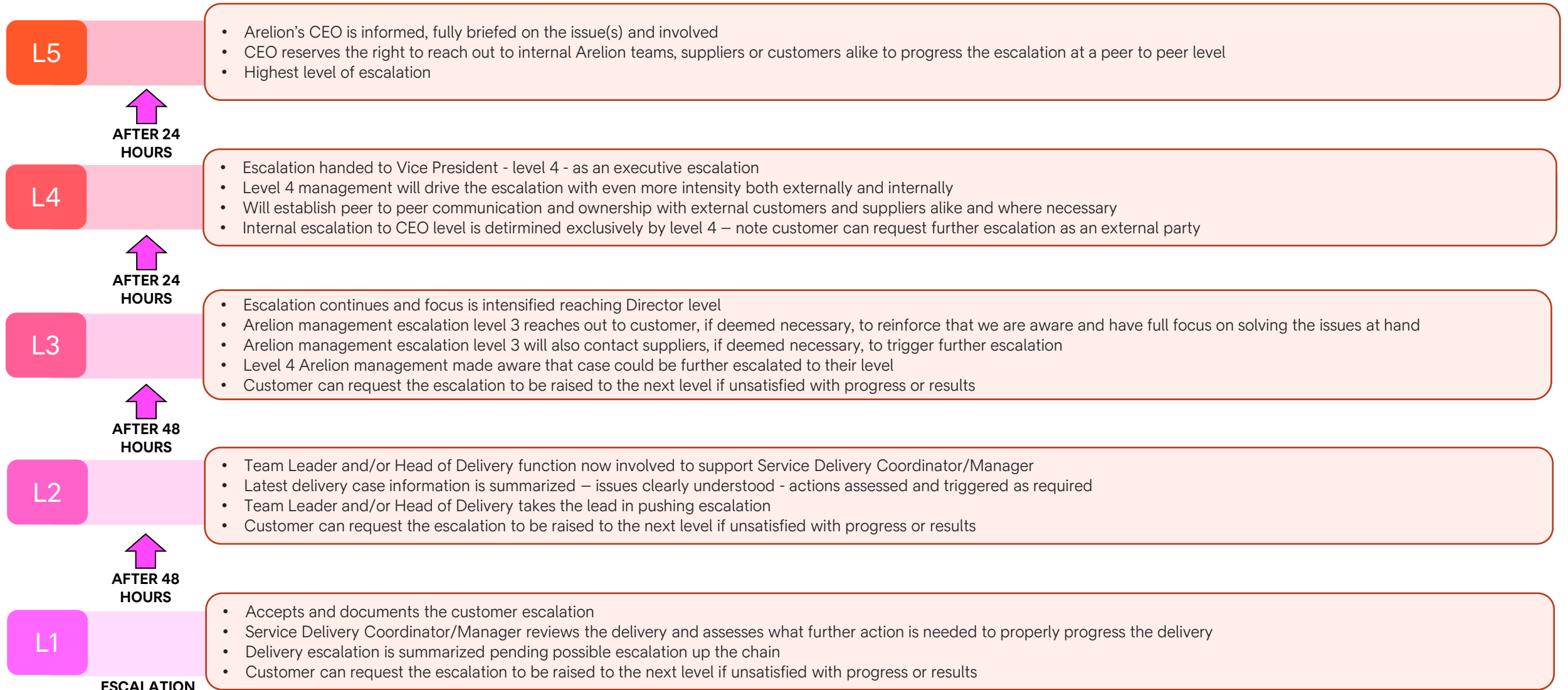
# Service Delivery Escalation Matrix – Version 14



**THIS ESCALATION MATRIX SHOULD NOT BE USED FOR OPERATIONAL FAULTS OR TROUBLE TICKETS – PLEASE REFER TO ARELION SUPPORT**  
**FOR MORE INFORMATION: [Contact customer Support](#) | [Arelion](#)**



# Actions At Each Level



ESCALATION  
TIME IS GIVEN  
AS AN  
INDICATIVE  
GUIDELINE