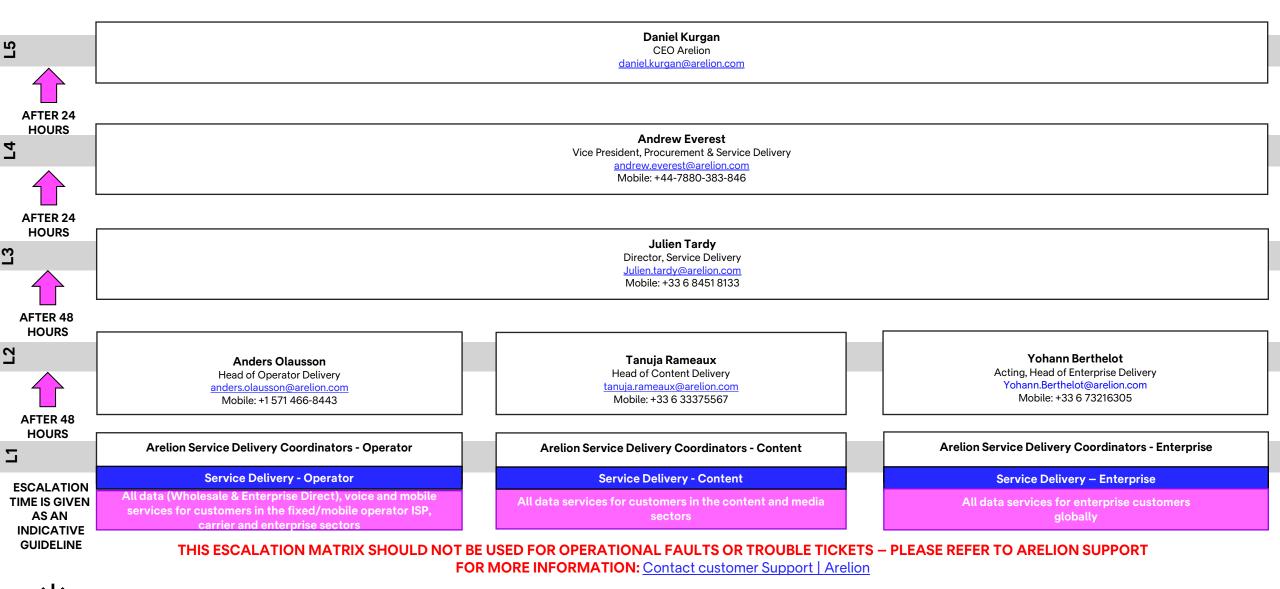
Service Delivery Escalation Matrix Version 14 External



Service_Delivery_Escalation_Matrix – Version 14



3_External - Service_Delivery_Escalation_Matrix_v14.pptx

Actions_At_Each_Level

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