Policy – Escalation

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Service Effecting Escalation Policy

Listed contacts of record (per the Gateway) from your organization may request escalation of an outage or service issue at any time. If an issue remains unresolved, it will be escalated from the current level to the next higher level within OARnet in the following manner until it is resolved. You may also request an escalation of your problem until you feel you are satisfied. Escalation requests can be made through the Service Desk and your issue will be escalated through the following levels.

Levels of escalation

1. OARnet Support Desk
2. Tier 1 Support Center Manager
3. Tier 2 Engineering Manager
4. Network Operations Manager
5. Network Director
6. OARnet Executive Director

When an issue is escalated, the person the issue is escalated to is to contact the client within 30 minutes of receiving the escalation to let the client know the escalation has been made and the current status of the ticket.

Non-Service Escalation Policy

Listed contacts of record (per the Gateway) from your organization may request escalation of administrative, billing or non-service effecting issue at any time.

Escalation requests can be made through the Service Desk or your Client Service Representative and your issue will be escalated based on the issue at hand.