



## **Policy – Escalation**

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### **Service Affecting Escalation Policy**

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.

If the request is made by an unauthorized contact, OARnet will follow-up with your appropriate authorized contact.

#### Levels of Escalation

1. OARnet Service Desk
2. Tier 2 Engineering Network Operations Center (NOC)
3. Tier 2 Engineering Network Operations Center (NOC) Manager
4. Network Director
5. 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 Affecting Escalation Policy**

Your organization may request escalation of administrative, billing or non-service affecting issue at any time. If the request is made by an unauthorized contact, OARnet will verify with your appropriate authorized contact.

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

#### **Related Policy:**

OARnet Contact & Role Policy: Authorized Contacts are managed through the OARnet Gateway.