



Trouble Management

For service please email support@allaccesstelecom.com or dial 800-360-2613

Open a trouble ticket by sending an email to support@allaccesstelecom.com or directly through our Online Trouble Ticket Portal. The initial response for trouble tickets is 30 minutes.

A customer will need to have the following information before they can open a trouble ticket through our trouble ticket portal.

- Customer Name
- Define the issue in detail. Example, if it has to do with post dial delay, how long was the post dial delay?
- Date of call(s)
- Time of call(s)
- Time zone of call (GMT preferred)
- Dialed Number
- LRN of the call
- ANI
- Originating and Terminating IP addresses
- Name of person opening ticket, email address and phone number

Trouble shooting **Narrative for Customers**

- Customer open a trouble ticket by sending an email to support@allaccesstelecom.com
- AAT will open a trouble ticket for you
- AAT will work the ticket for you
- AAT will email you periodically with updates on your trouble ticket
- AAT will email you to verify the issue has been resolved

If the trouble is not being addressed to your satisfaction, please refer to the All Access Telecom Escalation Procedures.



Termination Services Escalation Procedures Technical Support Desk

<i>Escalation Level</i>	<i>Personnel</i>	<i>Comments</i>
Level A	NOC Director - Michael Brannick Office: 214-584-6707 Michael.brannick@allaccesstelecom.com	To open Trouble Ticket send an email to: support@allaccesstelecom.com
Level B	CTO - Jorge Ramos Office: 214-584-6703 Cell: 646-641-8700 Jorge.ramos@allaccesstelecom.com	
Level C	COO - Martin Potia Office: 214-584-6702 Cell: 917-299-0168 Martin.potia@allaccesstelecom.com	
Level D	President/CEO - Lamar Carter Office: 214-584-6701 Cell: 214-546-1047 Lamar.carter@allaccesstelecom.com	

This document outlines the escalation procedure for a termination services customer.

Our On-Duty Technical Support Consultant is the appropriate individual to receive notifications of client issues and may be contacted by sending an email to support@allaccesstelecom.com or raising a call to our technical support center at the numbers provided above.

Interaction with the On-Duty Consultant is the correct way to raise a support call and the preferred way for a customer to initiate the escalation process.

The On-Duty Consultant is responsible for and has access to all resources available in providing a resolution to a client problem. A resolution in these circumstances may be a temporary one that gets the client going again as soon as possible while a more permanent solution is identified.

If for any reason, a client feels that the problem is not being given the appropriate attention or priority, the following escalation procedures should be followed.

Guidelines for an Escalation Issue

Open a trouble ticket by sending an email to support@allaccesstelecom.com or directly through our Online Trouble Ticket Portal. We will open a ticket and review the scenario to provide information about the client's concern and raise it to the correct personnel for corrective action. If a client does not feel that they have been given the urgency or priority deserved, the escalation process goes into effect.



Below are the steps a client should follow to escalate an issue.

Escalation

Whether or not the problem to be raised is to be escalated, it is important that a ticket be opened and all information requested by your technical support consultant be provided for their examination and that all (reasonable) actions they have requested be undertaken.

Your problem should be of Severity Level I or II and should have been raised for longer than prescribed for that severity level (see below). You are dissatisfied and believe that progress is not actually being made.

Severity Definitions

Severity Level I - Critical Business Impact

The client, regardless of the environment or product usage, has complete loss of service or resources for which no work around exists and client's work cannot reasonably continue. *An example of a Severity I issue is the inability of the client to make or receive calls.*

Severity Level II - Serious Business Impact

The client, regardless of the environment or product usage, is experiencing significant or degraded loss of service. *An example of a Severity II issue would be calls of a particular type are not connecting properly.*

Severity Level III - Minor Business Impact

The client, regardless of the environment or product usage, has experienced a minor loss of service. *A minor service flaw with a work around represents this type of issue.*

Severity Level IV - No Business Impact

The client's service is in full working mode; client's work is not being impeded at this time. This can be represented as a minor irritant or frustration using specific features of the service or as a result of misunderstanding or inadequate training.

Severity Level V - Enhancement Request

The client is making enhancement requests/recommendations for consideration in future releases.

Escalation Timescales

Severity I

30 minutes after initial call, escalated to Level B
2 hours after initial call, escalated to Level C & D

Severity II

1 hour after initial call, escalated to Level B
3 hours after initial call, escalated to Level C & D