



Ultrafast Fibre Assure Escalation Matrix

Escalation Process Overview

Possible escalation criteria include:

- Vulnerable end users, medical emergencies, or essential service premises. Retail Service Providers must also ensure that this information is documented in the Incident ticket.
- Staff conduct. For escalations relating to staff conduct, please skip to level two of the escalation matrix.
- Incident SLA breach.

Not considered escalation criteria:

- Expedited response time. UFF now have a Critical Response SLA for faults requiring urgent on-site response. Further information about our Critical Response SLA can be found on our website.
- Major Incidents or Network events. These events are coordinated by an Incident Manager and have different obligations.

Escalation tier *only escalate up in the event you receive no response from the previous level.	Contact details	Time to respond	Hours of operation
Level 1	UFF NOC 0800 833 622 option 3 faults@ultrafast.co.nz	15 minutes	24x7, 365 days
Level 2	NOC Team Leader Jesse.Gamblin@ultrafast.co.nz 027 293 8621	1 Hour	0800-1700, Mon-Fri
Level 3	UFF Duty Manager dutymanager@ultrafast.co.nz 0800 833 364	1 hour	24x7, 365 days