

SUMMARY OF UFF FULFILMENT ESCALATION MATRIX

Escalation Process Overview

Escalation Definition - Missed Milestones

Examples: RFS breach, Design delays or conflict, misinformation.

Action taken

ESC Notification/Requested: Service Desk will review to support and escalate to appropriate Operations Support Team/s and track to resolve. Portal updated throughout.

Explanation of the Escalation Levels of Support:

1st - 3rd Level of Escalation

Support needs to be engaged via the Service Desk:

- **Team Leader** will take on the responsibility to resolve the escalation.
- After review by the **Team Leader**, higher level/s of support may be required – **Team Leader** will engage with the **Service Desk Manager** to manage escalation to resolution.
- Enables more than one area to care for the escalation.
- RSP and the Portal will be kept up to date throughout the order lifecycle.

Benefits of this process

- Full review/support provided.

4th - 5th Level of Escalation support

Fulfil Service Delivery Manager and GM Operations

- Provides visibility of the systematic issues to the business to enable assistance to resolve.
- Represent the RSP in UFF's world to ensure we consider and implement improvements to improve time to connect and customer satisfaction end to end.

Fulfilment Escalation Matrix

UFF Service Desk Operation Hours (Hamilton): 7am to 7pm, Monday to Friday

LEVEL	CONTACT	METHOD	NAME	CONTACT DETAILS
1	SERVICE DESK	PHONE EMAIL	VARIOUS	ServiceDesk@ultrafast.co.nz 0800 833 622 – OPTION 1
2	SERVICE DESK SENIOR SDR AND/OR TEAM LEADER		REQUEST THROUGH UFF SERVICE DESK	ServiceDesk@ultrafast.co.nz 0800 833 622 - OPTION 1
3	SERVICE DESK MANAGER		JANNA HIGSON	Janna.Higson@ultrafast.co.nz T +64 (7) 8503852 M +64 27 3763521
4	FULFIL SERVICE DELIVERY MANAGER		NICKY LOWRIE	Nicky.lowrie@ultrafast.co.nz T +64 (7) 8503836 M +64 27 306 7665
5	FULFIL MANAGER		MARK BAGGOTT	Mark.Baggott@ultrafast.co.nz T +64 (7) 8503869 M +64 27 2427915
6	GENERAL MANAGER OPERATIONS		NISE WILLIAMS	Nise.williams@ultrafast.co.nz T +64 (7) 8503840 M +64 27 839 7401

UFF Assure Escalation Matrix

Below you will find some information on the key touch points in the lifecycle of a fault with UFF and some guidance on our escalation process.

Possible escalation criteria include:

- Vulnerable end users or medical emergencies. RSPs must also ensure UFF are informed of a vulnerable end user at fault submission.
- Staff conduct. For escalations relating to staff conduct, please skip to level 2 of the escalation matrix.
- Incident milestone missed. A milestone noted below has been exceeded by more than 15 minutes.

Not considered escalation criteria:

- Expedited response time. UFF now have a critical response service for faults requiring urgent on site response. Further information about our Critical Response Service can be found on our website.
- Network events. These events are coordinated by an incident manager and have different obligations.

Key response milestones							
BAU	Stage	Default SLA		Hours of operation	Enterprise / Enhanced SLA		Hours of operation
Start a conversation via the Incident ticket in the Ultrafast Fibre portal	Fault Submission	Start		24x7x365	Start		24x7x365
	Acknowledge Receipt	1 hour		0700-1900, 365 days	30 minutes		0700-1900, 365 days
	Notify Estimated Time to Restore	4 hours (after acknowledgment)		0700-1900, 365 days	30 minutes (after acknowledgment)		0700-1900, 365 days
	Restore	12 hours (L2)	48 hours (L1 and ONT)	0700-1900, 365 days	6 hours (L1 and ONT)	6 hours (L2)	24x7x365
	Confirmation of Restore	4 hours(after restore)		0700-1900, 365 days	4 hours (after restore)		24x7x365
Escalation tier *only escalate up in the event you receive no response from the previous level.	Contact details	Time to respond (Default SLA)		Hours of operation	Time to respond (Enterprise / Enhanced SLA)		Hours of operation
Level 1	0800 833 622 option 3	1 hour		0700-1900, 365 days	30 minutes		24x7x365
Level 2	Duty Manager 0800 833 364	1 hour		0700-1900, 365 days	30 minutes		24x7x365