

Tuatahi 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	Contact Details	Time to Respond	Hours of Operation
Level 1	UFF NOC: 0800 833 622 option 3 faults@tuatahifibre.co.nz	15 Minutes	24x7, 365 days
Level 2	NOC Team Leader: 027 293 8621 Jesse.Gamblin@tuatahifibre.co.nz	1 hour	0800-1700, Mon-Fri
Level 3	Assure & Process Manager: 027 405 2883 Claire.Gatenby@tuatahifibre.co.nz	1 hour	0800-1700, Mon-Fri
Level 4	UFF Duty Manager: 0800 833 364 dutymanager@ultrafast.co.nz	1 hour	24x7, 365 days

**only escalate up in the event you receive no response from the previous level.*