



Ultrafast Fibre 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	GENERAL MANAGER OPERATIONS		NISE WILLIAMS	Nise.williams@ultrafast.co.nz T +64 (7) 8503840 M +64 27 839 7401