

Tuatahi First Fibre Fulfilment Escalation Matrix

TFF Service Desk Operation Hours: 7am to 7pm, Monday to Friday

Level	CONTACT	METHOD	CONTACT DETAILS	LEVELS OF SUPPORT
1	Service Desk	Phone or Email	servicedesk@tuatahifibre.co.nz 0800 833 622 Option 1	Engaged via Service Desk: <ul style="list-style-type: none"> Complaints will be handled by Service Desk Team Leader will take over an escalation if resolution is not meet for a complaint If higher level/s of support are required by the Team Leader, the Service Desk Manager will prioritise and manage the escalation with help from others as required
2	Service Desk Team Leader		servicedesk@tuatahifibre.co.nz 0800 833 622 Option 1	
3	Service Desk Manager Janna HIGSON Business Connections Manager Sami Sauni		janna.higson@tuatahifibre.co.nz T: +64 (7) 8503852 M: +64 27 3763521 sami.sauni@tuatahifibre.co.nz T: +64 (7) 8503680 M: +64 27 585 1566	Benefits of this process: <ul style="list-style-type: none"> Enables more than one area to care for the escalation RSP and Telflow will be kept up to date throughout the order lifecycle Full review/support provided
4	Customer Delivery Manager Jenny SQUIRE		jenny.squire@tuatahifibre.co.nz M: +64 27 255 2805	Customer Delivery Manager and Service Delivery Managers <ul style="list-style-type: none"> Provides visibility of the systematic issues to the business to enable assistance to resolve Represent RSPs in TFF's world to ensure we consider and implement improvements to improve time to connect and customer satisfaction end to end.
5	Service Delivery Manager Nicky LOWRIE Courtney CRIBB		service.delivery@tuatahifibre.co.nz Nicky LOWRIE M: +64 27 306 7665 Courtney CRIBB M: +64 27 642 9840	

Escalation Process Overview:

- **Complaints:** defined as a grievance, problem or concern *eg: bad customer service, no communication*
- **Escalations:** defined as missed milestones *eg: RFS breach, design delays or conflict, misinformation*

Timeframe & Priority Escalations:

- Priority 4 - Acknowledge 24 hours, Response 48 hours, Business hours 7am-7pm
- Priority 3 - Acknowledge 1 hour, Response 24 hours, Business hours 7am-7pm
- Priority 2 - Acknowledge 1 hour, Response 4 hours, Business hours 7am-7pm
- Priority 1 - Acknowledge 1 hour, Response 1 hour, 24 hours phone call outside business

All escalations will be managed by our Service Desk Team who will review, update and escalate to the appropriate Support Team/s to track and resolve. Portal will be updated throughout the escalation

For all **Faults Escalations** please refer to our Assurance Escalation Matrix [HERE](#) *eg: vulnerable end users, medical emergencies, essential services premises*