Case Escalations

In the event that any case cannot be immediately resolved, Catamarun Support will escalate that case to appropriate engineering personnel within Support, Product and Sales Engineering according to the following schedule and priorities. Generally, escalations are major issues that require notification and/or intervention by key portions of the company in order to ensure timely issue resolution.

Priority Levels

- **Priority 1 — Major Impact:** The network is inoperable or the performance of the network is so severely reduced that Licensee cannot reasonably continue to operate the network because of the Error and the Error cannot be circumvented with a Workaround.
- **Priority 2 — Moderate Impact:** The network's performance is significantly degraded such that Licensee's Use of the network as permitted is materially impaired, but the Error can be circumvented with a Workaround.
- **Priority 3 — Minor Impact:** Licensee is experiencing a performance, operational, or functional Error that can be circumvented with a Workaround and the Error causes only minimal impact to the Licensee's ability to Use the network as authorized.
- **Priority 4 — General Questions:** There is no issue with network performance or operation. These include standard questions on network configuration or functionality, network enhancement requests, or documentation clarification.

Catamarun will trigger case escalations as necessary by priority level to ensure timely resolution of all cases.

Service Levels

Priority	Catamarun Acknowledgment	Catamarun Case Escalation
Priority 1	One (1) hour*	Four (4) hours
Priority 2	Four (4) hours	Eight (8) hours (next business day)
Priority 3	Four (4) hours	Five (5) days
Priority 4	Eight (8) hours	Five (5) days

Escalation Triggers

A case may be escalated based on any of the following criteria:

- Recommendation by Catamarun personnel including
    - Technical Support Engineer
    - Systems Engineer
    - Catamarun Management
- Response time: failure to provide response or resolution within the timeframes described in the service level section above may generate an escalation.
- Issue severity: system outage automatically generates an escalation. Other severe product issues may generate an escalation at the discretion of Catamarun personnel listed above.
- Customer satisfaction related matters: failure to fully satisfy the customer may generate a case escalation.

Notification list and notification methodology

In the event that a case is escalated, the following persons will be notified and kept apprised of the issue until de-escalation:

Tier 1

- The Customer

- Customer's Account Representative

- Customer's Systems Engineer

- Techical Support Engineer owning the case

Tier 2

- The Director of Services

- Engineer owning any associated bug/feature

Tier 3

- V.P. of Sales

- V.P. of Engineering

- V.P. of Product Management

Escalation Actions

- The team above is notified of the escalation in order of severity.
- If fully escalated, Director of Services takes ownership of issue until resolution.
- Assemble appropriate team from persons listed above to assess the issue and

develop a resolution plan, and communicate plan to the customer:
- Specific actions to be taken in order to resolve the issue
- Issue owners
- Due date/time for each action
- Explicit agreement from engineering management for resources to perform engineering tasks
- Decision on whether or not to dispatch on site service
- Decision on the next escalation meeting
- Decision to de-escalate
  - Plan is agreed upon and executed
  - Case is resolved and customer is informed

Revision #7
Created 3 July 2019 14:49:51 by sysadmin
Updated 4 July 2019 07:03:51 by sysadmin