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Escalation Process

Document

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Document History

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1	3/16/2016	Document Created	Eileen Dillon
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Overview

This document provides an overview of Errigal's escalation procedure if any critical issue is encountered by the customer.

Customer Critical Issue Process

If a critical issue is encountered, please do the following:

1. Email critical@errigal.com and provide the following information:
 - a. A summary of the issue encountered - this should be the first line in the email and provide a short summary of the issue in 160 characters.
 - b. A full description of the issue encountered.

The critical email list will email Errigal's on-call support team and will also page the team via text message and provide the summary (first 160 characters) of the email sent.

2. Phone Errigal's on-call support at: +1-415-835-9830.

This telephone line forwards to a 24/7 answering service where you will be asked the following questions.

 - a. Your name and company information.
 - b. If your issue service affecting.
 - c. A description of the issue.

If the issue is service affecting, the answering service will page Errigal's on-call support team via text message and email and will directly call the team in accordance with the escalation list.

3. If you do not receive a reply within 15 minutes of Step 2, Errigal's on-call support can be contacted directly using the contact details and escalation list: <http://errigal.com/support/>

This process will ensure Errigal's on-call support team are alerted to the issue and will be available to assess and resolve the issue.

Regular communication will be maintained throughout the issue, both by email and over the phone, during the issue resolution process.

The details for the emergency contact information can also be found at Errigal's support webpage: <http://errigal.com/support/>

Errigal's Internal Escalation Process

Errigal uses a third party 24/7 answering service for the on-call support number: +1-415-835-9830.

When a customer contacts this number with an issue, the following information is requested:

1. The customer name and company information.
2. If the issue is service affecting.
3. A description of the issue.

If the issue is service affecting, the answering service contacts our on-call support team with this information. This communication is delivered in the following formats.

1. Phone call – the on-call support team are telephoned directly in accordance with Errigal's escalation list.
2. Text Message – a CRITICAL text message is sent to the on-call support team.
3. Email – a CRITICAL email is sent to the on-call support team.

When an issue is sent to the critical@errigal.com support email address, the Errigal on-call support team is alerted in two formats.

1. Text Message – a CRITICAL text message is sent to the on-call support team. This text message will contain the first 160 characters of the text provided in the email.
2. Email – the CRITICAL email is sent to the on-call support team.

When a critical issue is communicated, the Errigal on-call support team will respond to the critical email to communicate that the issue is actively being investigated. The customer's list of stakeholders to be contacted will also be included in the email communication.

Regular communication will be maintained throughout the issue, both by email and over the phone, during the issue resolution process.

Questions

Please direct any questions or comments to support@errigal.com, the document author, and approver. Thank you.