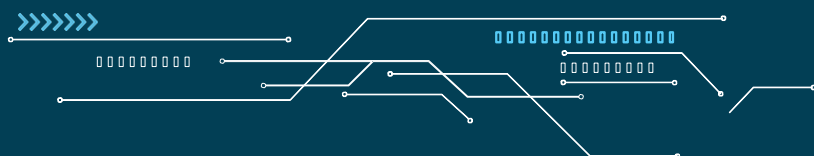


Uniti Group – Specialty Pillar

***Escalation Matrix***

***28/09/2020***



## General

Service Delivery handles provisioning of all services, number porting enquiries as well as billing related enquiries.

Level	Contact Name	Phone	Email
General Provisioning	Provisioning Team	1300 556 555 Opt 3	provisioning@fonedynamics.com.au
General Accounts/Billing	Accounts Team	1300 556 555 Opt 2	accounts@fonedynamics.com.au

## Business Hours

Business hours are 8:30 AM – 5:00 PM AEST Monday to Friday. Standard support is available during this time.

## Escalations

Customers can escalate their ticket if they feel the issue has not been handled appropriately. When escalating a ticket please have your ticket number ready and details of the current impact to your business.

Level	Contact Name	Phone	Email
1 <sup>st</sup> Level Escalation	Chris Syratt Service Delivery Manager	+61 425 736 179	chris.syratt@fonedynamics.com.au
2 <sup>nd</sup> Level Escalation	Ben Dobbin GM – Technology and Operations	+61 438 645 256	ben.dobbin@fonedynamics.com.au

Depending on the situation, impact and severity and current status of the case, the escalation contact may choose to:

- Resolve the case down to the previous escalation level for further assistance
- Address the case immediately
- Raise the case with the next escalation level



# Service Assurance

## General

Service Assurance handles faults, incidents and outages for all existing services.

Level	Contact Name	Phone	Email
Service Assurance General	Service Assurance Team	1300 556 555 Opt 4	support@fonedynamics.com.au

## Business Hours

Business hours are 7:00 AM – 6:00 PM AEST Monday to Friday. Standard support is available during this time.

## After Hours

Afterhours services are available 24/7 for outages or issues causing significant revenue loss and/or brand damage. All other afterhours calls relating to service delivery or service assurance (not relating to a P1) may incur an afterhours charge of \$150 Ex GST for the first hour and \$100 Ex GST thereafter. To call afterhours, please dial the general 1300 number stipulated above or any of the emergency lines below.

## Maintenance & Emergencies

For maintenance and emergency related enquiries please call the number below. If experiencing an outage, please submit a ticket and follow-up with a call to the lines below or the general 1300 556 555 Opt 4 number.

Level	Contact Name	Phone	Email
Maintenance Line	Service Assurance Team	1300 863 970	support@fonedynamics.com.au
Emergency Support	Emergency Support Team	1800 514 850	support@fonedynamics.com.au
Emergency Support (Backup)	Emergency Support Team	1300 738 295	support@fonedynamics.com.au
Emergency Support (International)	Emergency Support Team	+61 7 3703 1696	support@fonedynamics.com.au



# Service Assurance

## Escalations

Customers can escalate their ticket if they feel the issue has not been handled appropriately. When escalating a ticket please have your ticket number ready and details of the current impact to your business.

Level	Contact Name	Phone	Email
1 <sup>st</sup> Level Escalation	Ben Norris <i>Service Assurance Manager</i>	+61 434 623 920	ben.norris@fonedynamics.com.au
2 <sup>nd</sup> Level Escalation	Ben Dobbin <i>GM – Technology and Operations</i>	+61 438 645 256	ben.dobbin@fonedynamics.com.au

Depending on the situation, impact and severity and current status of the case, the escalation contact may choose to:

- Resolve the case down to the previous escalation level for further assistance
- Address the case immediately
- Raise the case with the next escalation level

