



Process Management Interoffice Memo

DATE: 07/01/99

TO: **The Sales Organization**

FROM: The Internal Escalations Team

RE: Internal Escalations Process Changes for the Sales Organization

Purpose

This document establishes the changes in the internal escalation process for the Sales Organization.

Overview

All escalations from Sales will be sent to the following contacts by Senior Managers or above:

Michele Elliott—Director, Customer Appeals & Escalations	Wholesale Narrowband and Wholesale Broadband (DS-3 and higher) Escalations	Phone —(614) 659-2312 Pager —(800) 759-8888 Pin —1570109
Alicia Burke—Internal Escalations, Technical Consultant Manager	Retail Broadband (DS-3 and higher) (Direct, National, ACS and STAR)	Phone —(614) 659-2278 Cell —(206) 612-7244 Pager —(800) 759-8888 Pin —6501079
Gary Jacobs—Senior Manager, Customer Appeals	Retail Narrowband (Direct, National, ACS and STAR)	Phone —(614) 659-2423 Pager —(800) 759-8888 Pin —4656420

Table 1— Internal Escalation Team Contact List

Should these contacts change, you will be notified. **No escalation requests should go to anyone other than these contacts.**

The Internal Escalations Team uses identified points of contact for each functional work group to coordinate with on escalation issues.

Responsibilities

Dedicated Provisioners

- Make sure that all CORE orders reflect the current status of that order in the CORE Comments field.
- Review all orders to verify that they fall within the Standard Interval.
- Write all CORE comments in clear, easy-to-understand sentences.



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- Follow the Standard Intervals outlined in *Table 2* below.
- Verify that orders with less than the Standard Interval have been approved by a Director or the Vice President of Dedicated Provisioning.
- Use the WebCORE application to check the status of the order before escalation.
- Follow the guidelines and processes outlined in this document.
- Provide customers with Sales and Sales Support points of contact. Customers should not be directed to call provisioning personnel for status on orders or for escalations.

Before escalating the order:

1. Verify that the standard intervals have been set with the customer and meet the standard intervals established in *Table 1* below.

NOTE—Less than standard intervals must be approved by the VP or a Director of Provisioning, or they will not be accepted for escalation.

2. Check WebCORE for the most recent “comments” and current status on the order.
<http://netopsq1.lci.com/webcore/>

			Point-to-Point	Switched
Narrowband (DS-1 & lower)	DS-0	On-Net	30 Days	N/A
		Off-Net	45 Days	N/A
	DS-1	On-Net	30 Days	30 Days
		Off-Net	45 Days	45 Days
Broadband (DS-3 & higher)	DS-3		45 Days	45 Days
	OC-3		75 Days	75 Days
	OC-12		75 Days	75 Days
	OC-48		Requires Input from Network Planning.	
	OC-192		Requires Input from Network Planning.	

TABLE 2—PROVISIONING INTERVALS—“Signed-to-Network Ready”*

*Assumes "Signed-to-Entered" Interval is no more than 5 calendar days.



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The Internal Escalation Process

1. Call or send e-mail to the pre-defined escalation team contact for your business segment. All escalation requests should have the following information:
 - The customer name and engineering order number in the title of the e-mail
 - Region/Business Segment
 - Type of service
 - Order Signed Date
 - Order Entered Date
 - Qwest Commit Date
 - Brief summary of issue causing escalation
 - Desired resolution.
2. The Internal Escalation Team contact reviews the order for the information listed in *Step 1* above, verifies the Standard Interval, and reviews the CORE Comments.
3. The Internal Escalations Team acknowledges the escalation within 2 hours, via e-mail or phone contact, and addresses it as soon as possible. CORE will be updated daily to reflect the new order status.

NOTE—For urgent escalation issues (i.e., customer out of service) use the pager numbers of the Internal Escalations Team. The voicemail of the team members will be updated daily to include schedule details and the pager numbers.

Escalation Reporting Guidelines

- Use the Escalation Contact List posted on the “Q” for the appropriate order type (<http://netop.qwest.net/provisioning/escalations/>).
- Do not send escalations directly to Jim Becker or copy him on escalations being sent to other levels.
- Only Senior Managers and above can submit an escalation to the Internal Escalations Team.
- Orders that have less than the standard interval listed on it without the approval of a Director or the Vice President of Dedicated Provisioning will not be considered as an escalation.
- Customers and Sales Representatives do not contact provisioners directly about escalations. All escalation inquiries are funneled through the Internal Escalation Team.



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Summary

This process is designed to help prioritize escalations and assure that our provisioning resources are aware of and quickly address the escalated orders without disrupting the provisioning process.

This Benefits Sales by:

- Provides a single point of contact for all escalations.
- Tracks the sources, types, and causes of the escalations, and the groups associated with them.
- Acknowledges all escalations within two business hours.
- The Internal Escalations Team works with provisioning resources to help find quick resolutions to urgent escalation orders.