# Repair and Escalation Matrix
## Premier

☑ Contact ITAC Support & Trouble Reporting at 866.557.8920 and NOC@impacttelecom.com

☑ Repair and escalations available 24/7/365

## Trouble reporting guidelines:

| Priority | Definition | Information Required |
|---|---|---|
| 1 | Out of service | Company name |
| | | Contact name |
| 2 | Partial/Intermittent Service Outage | Customer ticket number |
| | | Call-back number |
| | | Telephone number impacted |
| 3 | Quality | Call example information, including origination & termination numbers |
| | | Description of the problem |
| 4 | Non-Service Affecting | Any testing you may have performed |
| | | Approximate time the impairment occurred (GMT if available) |

## Premier service levels, per Service Level Agreements (SLAs):

| Premier Service Levels | | | | |
|---|---|---|---|---|
| Priority | Circuit Type | MTTA | MTTR | Updates |
| 1 | Out of service | 1 Hour | 4 Hours | Hourly |
| 2 | Partial/Intermittent Service Outage | 1 Hour | 8 Hours | 2 Hour Intervals |
| 3 | Quality | 1 Hour | 16 Hours | 8 Hours |
| 4 | Non-Service Affecting | 1 Hour | 24 Hours | 24 Hours |

## Escalations:

| Tier | Role | Name | Phone | Email |
|---|---|---|---|---|
| 1 | ITAC Tech | — | 866.557.8920 | noc@impacttelecom.com |
| 2 | Senior Manager, ITAC | Bill Reichert | 248.784.2575 Cell: 303.518.7740 | Bill.reichert@lingo.com |
| 3 | Senior Director, Service Assurance | Daniel Ossa | 248.784.2575 Cell: 517.518.2418 | dossa@bullseyetelecom.com |