



## Repair and Escalation Matrix

VoIP & Data

- Contact the Client Services Repair team at 877.438.2855, option 2 (Repair) 24/7/365
- Escalation requests taken Mon - Fri, 8am - 7pm ET, Sat - Sun 9am to 6pm ET.

For all service-related issues:

Level	Definition	Initial Response Commitment
Out of Service	More than 40% of location is without dial tone and/or non-operational circuit	Please allow up to 1 hour
Service Affecting	40% or less of location is without dial tone and at least one	Please allow up to 2 hours for response.
Non-Service Affecting	Feature issues, password updates, etc.	Please allow up to 4 hours response time daily

If a response is not received within the timeframes indicated above, you can call the following leaders directly:

Guidelines for Escalation after Commitment expired				
Circuit Type	1st Level	2nd Level	3rd Level	4th Level
DS1 Out of Service	1 Hour	2 Hours	3 Hours	4 Hours
POTS/ Broadband/ VOIP Out Of Service	4 Hours	5 Hours	6 Hours	7 Hours
Service Affecting All Products	5 Hours	8 Hours	10 Hours	16 Hours

\*Business hours are from the time the ticket was open not including time when there is no access.

Level	Role	Name	Hours	Phone	Email
1	Assigned Technician	—	Mon - Fri: 8am to 7pm ET Sat-Sun: 9am to 6pm ET	877.438.2855	
2	Escalation / Lead Tech	Lead Tech	Mon - Sun 8am to 7pm ET	800.300.0048	repairlevel2escalationgroup@bullseyetelecom.com
3	Supervisor, Advanced Resolution Center	Luca Rivas-Fajohn	Mon - Fri 9am to 5pm ET	503.336.9902	fajohn@bullseyetelecom.com
4	Senior Director, Service Assurance	Daniel Ossa		248.784.2575	dossa@bullseyetelecom.com
5	Vice President, Client Services	Grant Williams		470.401.0047	grant.williams@lingo.com