

ESCALATION PROCEDURES

To ensure your issues are addressed properly and timely, we follow an internal process that relieves clients' as they come in, in order of severity.

REMOTE SUPPORT TEAM (RST) ESCALATION POLICY

This document is setup as an introduction to the standard terms and workflow processes surrounding the support SLA's and the subsequent escalation process for issues that are outside SLA or deemed critical to core business needs.

Activating Technical Escalations

The technical escalation process is setup to allow for contingency steps, should a ticket not be processed appropriately, or if an issue has become more critical since the ticket was created. Any Internal or External Resource can initiate an escalation process through the following escalation steps.

- **Step 1** Call our 24x7x365 Support Center at 855-841-5888, choose the support option, and request the ticket be escalated. The engineer will give you a brief ETA on when you can expect an update on the status of your ticket. The engineer will then proceed with internal escalation processes to ensure the ticket is processed as quickly as possible. If the issue is not being handled adequately, proceed to step two.
- **Step 2** Call 781-247-4950. This number has been setup specifically for customer escalations. By calling this number, you will reach a manager of the Remote Support Team. If all managers are busy, you will have the option of leaving a message for the team and this message will be urgently delivered to the management team.

Note: the escalation process is reserved for critical or emergency issues and appropriate for issues that are of the time sensitive nature. Issues that are not classified as hypercritical or time sensitive maybe de-escalated by Coretelligent.

Customer Success Escalations

If you would like to speak to your Customer Success Account Manager or if you would like to review your current relationship with Coretelligent, please contact the appropriate resource below.

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