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Customer Escalation Procedures

Purpose

The purpose of this document is to outline the escalation procedures for you to follow when you have a critical support issue. The Technical Support organization is the appropriate group to contact for all technical support issues, including escalations.

Technical Support is responsible for and has access to, all resources available to resolve your support issue. Our mission is to provide high quality resolutions to your support issues in the most expeditious manner possible. If for any reason, you feel that your issue is not being given the appropriate attention or priority, the following escalation procedures are to guide you.

To Escalate a Support Issue

Toshiba TSD's escalation procedure ensures that your critical issue receives attention. We measure response time, notify key management of the status of unresolved calls, and escalate problems to the right engineering group to ensure customer satisfaction. The following matrix defines three Priority Categorization levels, as well as the escalation guidelines that the Technical Support Engineer (TSE) follows when addressing technical support requests reported by our dealer channel.

Escalating an "Existing" Support Request

If you have an existing Technical Support Trouble Ticket open that requires escalation, contact the TSE that is handling your matter and request that the call be escalated. If you do not feel comfortable with this, you can contact the Technical Support Manager. The Technical Support Manager will review the request and get back to you to discuss the action plan needed for resolution. In this way we ensure that your support request will receive the level of priority and attention required.

Escalating a "New" Support Request

To escalate a new support issue, log a new Trouble Ticket with Technical Support. The TSE will determine the appropriate course of action from the Problem Priority Categorization and Escalation Matrix tables below.

When necessary a Critical or Major case may be escalated immediately, regardless of how long the case has been open.

What is a Trouble Ticket?

Each time you call into Technical Support a support case is created; you will be given a tracking number referred to as a ticket number. The ticket will consist of the following information:

> Date and Time of the call, Dealer name/number, contact name. Site name, phone number, system type, detailed problem description and technical support recommendation.

Please reference the Ticket Number when following up on a support issue or requesting escalation.

What is a Product Problem Report (PPR)?

Once you call into Technical Support and it is determined there is a software/hardware issue, a PPR is opened. The PPR is used by all Toshiba resources (Technical Support, Field Engineering, Engineering and Product Management) to track the progress of all reported field related problems. The PPR will consist of the following information:

> Date and Time PPR is generated, Dealer name, Site name, system type, detailed problem description, technical support recommendation and Category (Priority) index based on the category description.

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Problem Priority Categorization

Level "1"

Severity	Criteria	Escalation	Resolution
• **System Down 91% - 100% loss of system functionality** • **(Qualifies for After hours support, excluding installations)**	• System is down or not functioning (System not accessible or not stable).	• Immediate priority will be to restore service and not to debug the problem. • TSE or FE will work with Dealer to get the System operational in a timely manner. • One hour - Technical Support Staff Engineer Notified • One and half hours - Technical Support Manager Notified • Two hours – Customer Care Advocate Notified • Three hours - VPGM, VP Eng, and VP Sales Notified	• Follow-up calls to dealer operations contact will be made hourly by the Manager, Technical Support after escalation. • Follow-up calls to dealer principle will be made every Two (2) hours by the Customer Care Advocate until the system is restored or an alternate plan or course of action is agreed upon. Status may also be provided via email at the request of the dealer principle. • When service has been restored, TSE/FE will coordinate with dealer technician to collect appropriate data from customer's system. Once the data is received from the dealer, the TSE/FE will immediately generate a Problem Product Report (PPR). • When service has been restored, Engineering will review (PPR) and provide resolution time frame upon analysis *(Level 1 PPR's will be addressed within 24 hours and resolved within 2 weeks) TSE/FE will communicate status to dealer upon notification from Engineering.* • TSE/FE will stay in contact with dealer on a weekly basis. • Upon request, Technical Support Manager will contact customer and assure them of TSD's commitment in addressing their issue.

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Level "2"

Severity	Criteria	Escalation	Resolution
• **Major Service Impact** – **50% - 90% intermittent loss of system functionality**	• Major Service interruption or loss of functionality. o Major software or hardware incident/problem that causes major impact on feature operation or stability. • Work around available and acceptable by customer. • Intermittent Level "1" incident.	• Immediate priority will be to restore service and not to debug the problem. • TSE or FE will work with Dealer to get the System operational in a timely manner. • Two hours - Technical Support Staff Engineer Notified • Three hours - Technical Support Manager Notified • Four hours - Customer Care Advocate Notified • Four hours - VPGM, VP Eng, and VP Sales Notified	• Follow-up calls to dealer operations contact will be made hourly by the Manager, Technical Support after escalation. • Follow-up calls to dealer principle will be made every Two (2) hours by the Customer Care Advocate until the system is restored or an alternate plan or course of action is agreed upon. Status may also be provided via email at the request of the dealer principle. • When service has been restored, TSE/FE will coordinate with dealer technician to collect appropriate data from customer's system. Once the data is received from the dealer, the TSE/FE will immediately generate a Problem Product Report (PPR). • When service has been restored, Engineering will review (PPR) and provide resolution time frame upon analysis *(Level 2 PPR's will be addressed within 48 hours and resolved within 3 weeks) TSE/FE will communicate status to dealer upon notification from Engineering.* • TSE/FE will stay in contact with dealer on a weekly basis. • Upon request, Technical Support Manager will contact customer and assure them of TSD's commitment in addressing their issue.

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Level "3"

Severity	Criteria	Escalation	Resolution
• **Minor/No Service Impact**	• Customer would like to see this issue resolved but the issue is not time critical, involving aesthetic changes or documentation changes. o Minor software or hardware incident/problem that has minimal impact on system operation or features. • Work around available and acceptable by customer. • Feature cosmetically impaired. • Intermittent Level "2" incident.	• Technical Support includes gathering data, investigating and isolating the issue, and testing configuration changes that may have an effect on the issue. • Investigation includes a search of appropriate documentation: user manuals, technical bulletins/notes, sales bulletins, problem report lists, etc. • These activities will result in a complete description of the symptoms, configuration information, revision level information, and detail on reproducibility. • One Day - Technical Support Staff Engineer Notified • Weekly - Technical Support Manager Notified • As necessary - Customer Care Advocate Notified • As necessary - VPGM, VP Eng, and VP Sales Notified	• TSE/FE will coordinate with dealer technician to collect appropriate data from customer's system. Once the data is received from the dealer, the TSE/FE will immediately generate a Problem Product Report (PPR). • Engineering will review (PPR) and provide resolution time frame upon analysis *(Level 3 PPR's will be addressed within 96 hours) TSE/FE will communicate status to dealer upon notification from Engineering.* • TSE/FE will stay in contact with dealer on a weekly basis. • Upon request, Technical Support Manager will contact customer and assure them of TSD's commitment in addressing their issue.

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Escalation Matrix (1)

Severity / Notification	System Down Level 1 (Critical)	Major Outage Level 2 (Major)	Minor Outage Level 3 (Minor)
Technical Support Staff Engineer Notified	One hour (2)	Two hours	One Day
Technical Support Manager Notified	One and half hours	Three hours	Weekly
Customer Care Advocate Notified	Two hours	Four hours	As necessary
VPGM, VP Eng, and VP Sales Notified (3)	Three hours	Four hours	As necessary

(1) The Escalation Matrix applies to calls during business hours (5:30AM – 4:30PM PST), for after-hour (On-call support) our immediate priority will be to restore service and not to debug the problem. You will need to follow-up on the next business day to open a Trouble Ticket with On-call Technical Support Engineer and provide the appropriate data necessary to resolve the issue.

(2) Escalation will be within stated time frame or upon completion of problem assessment.

(3) Voice mail or email updates as necessary for all system down and major outages.

Managers Contact information
The following chart outlines who to contact in Toshiba TSD and Partners Technical Support.

Area of Responsibility	Technical Support Escalation Contacts	Telephone	E-Mail
Toshiba Technical Support - Manager Technical Services	Keith Barnes	949-598-4999 800-777-4873	k.barnes@tais.toshiba.com Technical Support email: TSDTS@TAIS.Toshiba.com
Toshiba Customer Care Advocate	Gwen North	949-583-3792	gwen.north@tais.toshiba.com
Taske - Technical Support Manager	John Geary	613-596-2533 877-778-2753	john.geary@taske.com
Vertical Networks - Manager Technical Support	Shane Wilcox Michael Mears	617-354-0600 x 142 617-354-0600 x 190	SWilcox@Vertical.com MMears@Vertical.com

Telecommunication
Systems
Division

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