

Escalation Process

1. Receive and verify the technical concern.
2. Confirm customer account status and service details.
3. Perform standard troubleshooting and remote diagnostics.
4. Identify the root cause, if possible.
5. Document all findings, tests performed, and results.
6. Escalate the issue to the appropriate team when further action is required.
7. Monitor the progress of the escalated case.
8. Coordinate with the assigned team until the issue is resolved.
9. Provide timely updates to the customer and internal stakeholders.
10. Confirm service restoration and close the ticket.

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