

Responsibilities

- Complete initial troubleshooting before escalating.
- Provide accurate documentation and supporting evidence.
- Endorse the case to the correct department.
- Monitor all escalated tickets until resolution.
- Coordinate with NOC, Field Operations, Billing, and other departments.
- Ensure SLA compliance and timely customer updates.

Revision #1

Created 2026-08-06 06:44:52 UTC by Marlon Reyes

Updated 2026-08-06 06:44:52 UTC by Marlon Reyes