

Technical Help Desk – Escalation Management

Purpose

Ensure technical issues that cannot be resolved by the Technical Help Desk are promptly escalated to the appropriate team, monitored until completion, and resolved within the agreed Service Level Agreement (SLA).

Escalation Levels

Level	Responsible Team	Example Issues
Level 1	Technical Help Desk	Basic troubleshooting, modem/router configuration, account verification, PPPoE reset, remote diagnostics
Level 2	Network Operations Center (NOC)	OLT/AC server issues, network outages, high latency, packet loss, LOS affecting multiple clients
Level 3	Field Operations / Technicians	Fiber cut, LOS, damaged cable, faulty NAP, modem replacement, onsite troubleshooting
Level 4	Engineering / System Administrator	Core network failures, server issues, routing problems, system bugs, infrastructure upgrades