



Telstra Wholesale
Wholesale Delivery & Operation

Procedure

Telstra Wholesale Escalation Process

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1. PURPOSE

The purpose of this document is to provide the Escalation criteria and Escalation contact point for Telstra Wholesale Customers relating to all Telstra Wholesale Domestic Products.

2. SCOPE

This is intended for use by all Telstra Wholesale (TW) Customers including but not limited to, Carriage Service Providers and Internet Service Providers.

3. OVERVIEW

Fault management procedures are designed to minimise the effort, disruption and inconvenience incurred by the customer in the rectification of faults.

If the Customer is advised or made aware of a Case which meets the Escalation Criteria in Section 3.1 (below), the Customer Escalation Process (TW) – Time Based Criteria, is implemented.

3.1. Escalation Criteria

An Escalation may be initiated when the repair response or restore time frame meets the criteria below and the issue cannot be resolved at the 1st Point of Contact, i.e. Broadband Help Desk (BBHD), Broadband Support Team or National Wholesale Service Centre (NWSC) Consultant. The Escalation criteria are time-based.

The criteria are:

- Urgent Medical, except for Priority Assistance Customers who are managed by the NWSC on 1800655894 or for callers outside of Australia on +61292045806; and
- missed Appointment / Commitment; and
- missed Response / Restoration times; and
- TW End User (EU) indicates that a service is still faulty although the fault management system indicates that the Customer Trouble Report (CTR) or Mobile fault report is closed.

4. RESPONSIBILITIES

The Escalation owner (TW Escalation Team member) must:

- review the situation and formulate an action plan
- engage the Team Leader (or delegate) of the appropriate workgroup and document all actions/ commitments into the narrative/ comments field of the appropriate fault management system
- co-ordinate the implementation of the action plan
- advise the TW customer of the action plan and time frame
- Progress the Escalation until the issue is resolved
- update the TW customer with a fault status report
- request escalation of the issue to the Escalation Team Leader, if the time-frame is not met

5. RECALL REQUESTS

The TW Escalation Team is available 24*7 and are authorised to escalate a repair on a request from a TW Customer, if the repair response timeframe meets the criteria outlines in Section 3.1 Escalation Criteria.

If the terms / conditions of the customer's Service Level Agreement (SLA) provides for After Hours attention and this is requested, the escalation team will initiate a Recall in accordance with After Hours Recall Procedure.

This Escalation Process also covers After Hours LEA (Law Enforcement Agencies) Emergency activation's in accordance with Service Activation/ Service Assurance Operational Procedures, to support the Law Enforcement Agencies.

Please refer to "Our Customer Terms" for any further details.

<http://www.telstra.com.au/customerterms/index.htm>

Broadband ADSL		
	Contact Name	Contact Number
Initial Contact		
1st Point of Contact- Mon-Sat 7am-10pm 7am- Sun 5.30pm	BBHD Broadband Support	1802288 Opt. 1, 1 (+61)732363290 Opt.1, 1
Outside these hours	NWSC	1802288 Opt 2 (+61)732363290 Opt.1, 1
Other Products Including Mobiles		
	Contact Name	Contact Number
Initial Contact		
Mobiles Mon-Fri 8am-8pm Sat-Sun 9am-6pm	NWSC Mobiles Consultant	1800 256 657 (+61)292045806
All Other Products	NWSC Consultant	1802288 Opt. 2 (+61)732363290
Escalation- All TW Domestic Products		
	Contact Name	Contact Number
Mon-Sun 24*7	Wholesale Escalations Team	1 800 635 940 (from within Australia) (+61)292045806 (from outside Australia)

6. REFERENCES

Document Number	Title
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7. DEFINITIONS

The following words, acronyms and abbreviations are referred to in this document.

Term	Definition
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8. ATTACHMENTS

Document Number	Title
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