Sinch Service Provider Escalation List

	Non-Repair Escalation					Repair Escalation
	Customer Success	**Messaging Operations**	**LNP**	**Toll Free**	**TN Inventory**	**NOC**
Escalation Team	**Non-Repair Support: CDR, billing & invoicing Inquiries, customer portal assistance & training, implementation inquiries, general account assistance, customer escalations**	**Messaging support to assist where the service is not yet provisioned and help is required; or need assistance that isn't a service impacting issue**	**Assistance with Number Porting & Port-outs** ***Port in status requests -** please note your order and allow 24 hours for a response. ***Port out status requests -** please allow 2 full business days for a response. Status is updated by 5pm CST on the 2nd full business day.	**Toll-Free Ordering, Port Request, Order Updates, Vanity Requests, Disconnects**	**Ordering TNs, Bulk Ordering, Order Updates for new TNs**	**Repair escalation; service impacting issues; fraud & Messaging escalation** ***Reference NOC Escalation Info on next page for escalation details**
	Business Hours **7am - 6pm Central**	**Business Hours** **7am - 6pm Central**	**Business Hours** **7am - 6pm Central**	**Business Hours** **7am - 6pm Central**	**Business Hours** **8am - 5pm Central**	**Coverage 24 hours per day**
1st Level	Please contact your dedicated Customer Success Manager directly or the Customer Success team at 866-388-7258, option 4 clientservices@inteliquent.com	messagingusecase@inteliquent.com Or create a case via our portal under Support https://portal.inteliquent.com *select Non-repair option, then select one of the messaging problem types	**Port-Out support (Email Only)** portout@voice.sinch.com End user should contact the reseller for any pin or account data **Port-In Support**: lnp@sinch.com 866-388-7258, option 3, then option 1	Porting Team 866-388-7258, select option 3, then option 2 tollfree@sinch.com	Annalyce Grogan Director, Number Ops 919-321-9000 annalyce.grogan@sinch.com	866-388-7258 opt 2 https://portal.inteliquent.com
2nd Level	Julie Peterson Manager, Customer Success 217-698-1531 (direct) julie.peterson@sinch.com	Shaun Pack Manager, Messaging Operations 312-815-6000 shaun.pack@sinch.com	Antonio Rebeles Manager, LNP 312-312-9433 Antonio.Rebeles@sinch.com	Mandy Cerise-Richards Director, Network Implementation & Provisioning|Toll Free 406-532-3611 (ocf) 406-531-1188 (cell) mcrichards@sinch.com	Rob Brezina Sr Dir, Service Delivery 919-823-2222 rob.brezina@sinch.com	On-Call Duty Manager (OCDM) 612-249-6789
3rd Level	Heidi Guetlein Director, Global Voice Support 303-353-1337 (direct) 720-244-7920 (cell) heidi.guetlein@sinch.com	Veronica Keltner Sr. Director, Service Provisioning 803-902-6000 veronica.keltner@sinch.com	Ben Fullerton Director, Portability Ops 406-532-3603 (ofc) 406-544-8644 (cell) benjamin.fullerton@sinch.com	Rob Brezina Sr Dir, Service Delivery 919-823-2222 rob.brezina@sinch.com	Bryan Bethea Chief Service Officer 312-380-4549 (ofc) 850-407-4444 (cell) bryan.bethea@sinch.com	Senior On-Call Duty Manager 708-943-9125
4th Level	Heather Arrington VP, Global Customer Support 210-393-2906 (cell) heather.arrington@sinch.com	Bryan Bethea Chief Service Officer 312-380-4549 (ofc) 850-407-4444 (cell) bryan.bethea@sinch.com	Rob Brezina Sr Dir, Service Delivery 919-823-2222 rob.brezina@sinch.com	Bryan Bethea Chief Service Officer 312-380-4549 (ofc) 850-407-4444 (cell) bryan.bethea@sinch.com		Eric Nelson Sr Director, NOC 312-312-9436 (office) 815-762-6850 (cell) Eric.Nelson@sinch.com
5th Level			Bryan Bethea Chief Service Officer 312-380-4549 (ofc) 850-407-4444 (cell) bryan.bethea@sinch.com			Bryan Bethea Chief Service Officer 312-380-4549 (ofc) 850-407-4444 (cell) bryan.bethea@sinch.com

***For NOC and important Messaging information and escalation details, please reference the following pages**

Effective 10/7/2024

NOC Escalation Info

When opening a ticket, it is important to provide the following information, specifically the product impacted by the reported issue:

- Company Name, Number and Email Address
- Originating and terminating numbers; Date, time and time zone of the call examples (call examples must be within 24 hours)
- Type of Call (i.e. Direct Dial, Toll Free, International, F)ax, etc.)
- Product/Carrier - IP or TDM traffic or Switchless traffic (need PIC Verification: CIC code or 700 test results)
- Trouble description and details (i.e. fast busy, dead air, recording, etc.)

NOC Service Event

Level 1

P1

Critical	Any network or system failure that results in a Loss of Service ("LOS") as reported by: • NOC Fault Management Systems • Provider • Internal or external customers. • Loss of Any Network Element • Loss of AC/DC Power Plant • Natural Disaster or Bomb Threat • Facility or Network Security breach	Achieve a maximum of two (2) hour MTTR for all Priority 1 network events. • Provide proactive initial notification to customer within thirty (30) minutes on P1 critical events and update customers every thirty (30) minutes thereafter until the issues is resolved. • If proactive notification is not possible, provide initial notification to customers within twenty (20) minutes of the time the event is known by Provider or reported by customer, whichever is first, and update customer every thirty (30) minutes thereafter until the issue is resolved. • Provide updates to internal Provider management as required based on determinations made by NOC management or as requested. • Escalate and notify internally and to customer in accordance with Provider established guidelines. • Thoroughly document all actions taken to resolve the issue. • Record the progress and details of the event and resolution in order to provide a detailed postmortem. • Notify Provider executives as required.

Level 2

P2

Major	Loss of redundancy to Services (nonservice affecting) • Network or system failures resulting in degradation of any services, features, network elements, or tools • Power Plant and environmental alarms (non-service affecting) • Security (system and facility) failure • Emergency Cable Locate requests	Achieve a four (4) hour MTTR for all P2 network events. • Provide proactive notification to customers within thirty (30) minutes on P2 events; update customer(s) every thirty (30) minutes, after the initial notification, until the issue is resolved. • If proactive notification is not possible, provide notification to customers within twenty (20) minutes of the time the event is known by Provider or reported by customers, whichever is first. • Provide customers notification as needed. • Resolve NSA issues as quickly and efficiently as possible to prevent loss of network services. Thoroughly document all actions taken to resolve matter. • Update all involved parties as required by following established timelines. • Notify Provider executives as required. • Minimize escalations to next priority level.

NOC Escalation Info

Level 3		
P3		
Minor	Any trouble not categorized as P1 or P2 • A P1 or P2 event for which service has been restored, but requires further action • Installation assistance • Alarm verification • Cable Locate request • Coordination of two-party meets • Request for technical support	Achieve a twenty-four (24) hour MTTR for all P3 network events. • Thoroughly document all actions taken to resolve issue. • Update all involved parties as required by following established timelines. • Minimize escalations to next priority level.
Level 4		
P4		
Informational	Information only or warning trouble\tickets • Track Provider Employees • Track Provider CSR’s • Security access requests • Delta exceptions for Baseline (Software and Hardware) • Delta exceptions for database integrity • Documentation deficiencies	Track and categorize any warning or informational issues. • Close all P4 tickets within ten (10) days. • Thoroughly document all actions taken to resolve matter. • Update all involved parties as required by following established timelines. • Minimize escalations to next priority level.

Messaging Information & Escalation Details

When opening a support case or NOC trouble ticket for messaging assistance, it is important to provide the following information:

- Company Name, Number and Email Address
- Messaging brand/campaign needing assistance; detail the specific issue or inquiry
  - If submitting 8XX registration request, provide completed registration form available in the portal under Resources >> Portal Reference Doc >> TFN Messaging Campaign Form https://portal.inteliquent.com/CustomerPortal/referenceDocumentList.htm
- If a repair issue, provide the following
  - Originating and terminating numbers; Date, time and time zone of the messaging examples (messaging examples must be within 24 hours)
  - Product/Carrier - IP or TDM traffic or Switchless traffic (need PIC Verification: CIC code or 700 test results)
  - Trouble description and details

Need additional help understanding messaging? Reference our *Understanding Sinch Voice Messaging* guide available online at https://www.sinch.com/understanding-sinch-voice-messaging/?UTM-Inteliquent

Messaging Expectations

Non-repair Assistance: Help with Set up of Brand/Campaign or Pending Orders Escalation

Customer Support: follow Customer Support escalation on first page or can email messagingusecase@inteliquent.com

Expectations

Any assistance where the service is not yet provisioned and help is required; or need assistance that isn't a service impacting issue

- Brand/campaign is pending approving in the portal or TCR; need status or escalation
- Brand/campaign/TN orders are pending in customer portal; need status or escalation
- Submit 8XX registrations
- Assistance with existing 8XX registrations
- Portal assistance with loading or creating brands/campaigns or adding messaging to TNs
- For 2FA messaging assistance, where help is needed for TNs to work with apps and website

***If at any time one of the above issues is an urgent matter to be resolved, please call into Support at 866-388-7258, option 4 and reference your Messaging Use Case number**

Email messagingusecase@inteliquent.com to open a case for messaging support

Achieve a 24 hour hour response time for all initial inquiries submitted to Support who will:

- Provide proactive initial notification to customer within 24 hours of case creation
- Thoroughly document all actions taken to resolve the issue.

Messaging SLAs

- Campaign approval SLA in TCR is 5-7 business days
- Please only escalate if pending longer than 5 business days
- TN order SLA is 24 hours after campaign is approved in TCR
- 8XX registration
  - Once clean 8XX registration form is received, SLA to submit to provider is 24 hours
  - Provider SLA for completion of 8XX registration is 6-8 weeks
    - A 8XX registration can be approved or rejected anytime during the 6-8 week timeframe
  - If you experience issues with 8XX registration on existing numbers, SLA could be up to 72 hours for resolution due to timeline with provider

Repair Assistance: Brand/Campaign/TNs Provisioned - Service not working as expected

Repair Escalation with the NOC: follows NOC escalation on first page and the NOC priority levels noted in the NOC section

Expectations

Any network or system failure that results in a Loss of Service ("LOS") as reported by:

- Non delivery of messages/service - inbound SMS/MMS not received and outbound SMS/MMS not received by far end mobile user
- SMTP, MMR or REST connectivity issues resulting in outages for multiple carrier networks
- TN or TFN not provisioned with messaging as expected
- Assistance with existing 8XX registrations

For Priority 1 network events, achieve a maximum of two (2) hour MTTR.

- Provide proactive initial notification to customer within thirty (30) minutes on P1 critical events and update customers every thirty (30) minutes thereafter until the issues is resolved.
- If proactive notification is not possible, provide initial notification to customers within twenty (20) minutes of the time the event is known by Provider or reported by customer, whichever is first, and update customer every thirty (30) minutes thereafter until the issue is resolved.
- Provide updates to internal Provider management as required based on determinations made by NOC management or as requested.
- Escalate and notify internally and to customer in accordance with Provider established guidelines.
- Thoroughly document all actions taken to resolve the issue.
- Record the progress and details of the event and resolution in order to provide a detailed postmortem.
- Notify Provider executives as required.