

## Call Escalation Procedure

**During standard business hours: Monday to Friday: 8:30 AM to 5:00 PM**

The first point of contact with Zentra on any issue affecting the quality of service is made by contacting the Zentra Customer Support Department Auto Dispatch IVR at 1-866-752-8225.

The Zentra Customer Support Department Auto Dispatch IVR system will route the call directly to the Helpdesk paging voice mailbox monitored by Technical Service Representatives (TSR).

If a Zentra representative does not contact the customer within four hours <sup>2</sup>, the call is automatically escalated to the senior Technical Service Representative (2<sup>nd</sup> level contact).

When contact is made with the customer, the Zentra representative will ask questions about the problem and log all pertinent details in a Field Service Report (FSR).

Problems will also be escalated by a Zentra representative to 2<sup>nd</sup> level support under the following conditions:

- The assigned TSR is unable to fix the problem without additional assistance.
- The problem is escalated to Technical Support of the company whose product has failed.

Another form of escalation can be initiated by customers to the Vice President (3<sup>rd</sup> level contacts) under the following conditions:

- A customer expresses dissatisfaction with the service provided.
- A customer response is not delivered within the terms of their contract with Zentra.
- A catastrophic failure occurs as a result of Zentra action(s).
- If a service repair exceeds a 24 hour period.

## Escalation Names and Numbers

Level	Contact	Telephone	Cell
1st level	Automated IVR support line	1-866-752-8225	N/A
2nd level	Ken Welch - Service Technician	(613) 592-8282 Ext. 201	(613) 229-8260
3rd level	Richard Losier - VP of Service	(613) 592-8282 Ext. 202	(613) 223-3329

<sup>1</sup>Note: Email messages received after 5:00 PM are logged and acted upon the next business day.

<sup>2</sup>Note: Time lines are based on specific contractual requirements.

<sup>3</sup>Note: Customers requiring after hours support must call 1-866-752-8225 to ensure all calls are properly logged and the appropriate customer support is delivered.

## During non-standard business hours<sup>3</sup>

**Monday to Friday: Midnight to 8:30 AM and 5:00 PM to 11:59 PM**

**Saturday, Sunday and Zentra recognized holidays: Midnight to 11:59 PM**

During non-standard business hours, if a response to a customer request for service, under a 24x7 contract, is not answered within four hours, please escalate the call to the Zentra Senior Technical Service Representative (2nd level contact) who may also involve the Account Manager. The problem will also be escalated to the Vice President under the following conditions:

- A customer expresses dissatisfaction with the service provided.
- A customer response is not delivered within the terms of their contract with Zentra.
- A catastrophic failure occurs as a result of Zentra action(s).
- If a service repair exceeds a 24 hour period.

### Escalation Names and Numbers

Level	Contact	Telephone	Cell
1st level	Automated IVR support line	1-866-752-8225	N/A
2nd level	Paul Reid - Senior Service Tech	(613) 592-8282 Ext. 201	(613) 229-8260
3rd level	Richard Losier - VP of Service	(613) 592-8282 Ext. 202	(613) 223-3329

<sup>1</sup>Note: Email messages received after 5:00 PM are logged and acted upon the next business day.

<sup>2</sup>Note: Time lines are based on specific contractual requirements.

<sup>3</sup>Note: Customers requiring after hours support must call 1-866-752-8225 to ensure all calls are properly logged and the appropriate customer support is delivered.

## Zentra Escalation Flow Chart

