IXC Escalation

Groups: ASC, Provisioning or Maintenance

This section contains:

22 State Escalation description, procedure and Contacts

AT&T Escalation Training - For Access Account Customers

To ensure your successful escalation, please use to the following guidelines:

AT&T Escalation Training - For Access Account Customers

An escalation is the action of taking a missed commitment or issue up one level to affect resolution. The caller should follow the proper chain of contact when making escalation calls. Escalation issues are resolved faster when handled at the lowest levels. For example, if the expected interval for return of FOC on an order is 24 hours, and after 24 hours you have not received a FOC from the ASC, it would be correct to make an inquiry call to the ASC 1st point of contact (See link below) to inquire. If the 1st point of contact is unable to satisfactorily resolve the issue, it would be appropriate to escalate up one level to the ASC 2nd point of contact and so on.

An IXC might have a priority order needing faster than normal processing. If the tariff expedite intervals will not meet the customer's needs, an escalation call would be the appropriate way to communicate the need and reasons. The 1st point of contact would be the correct place to start.

Escalations do not guarantee a change in end result but is the way to inform us, if possible, to please find a way to speed progress under normal conditions and following the AT&T policy.

Order Status. (Where is my order?)

There are two automatic replies transmitted back to customers in response to successful orders (ASR's) that give a direct indication of where the order has progressed.

FOC = (Firm Order Confirmation) is a confirmation to the customer from the ASC indicating the ASC has finished their part of the process.

Receipt of a FOC is an indication the ASC has successfully produced and transmitted an internal system order downstream to the AT&T design group based upon the ASR (Access Service Request) requirements from the customer. The FOC contains the service order number and confirmation of certain critical dates including the Due Date.

DLR = (Design Layout Record) is confirmation from the AT&T Design group indicating they have finished their part of the process. The design is the service blue print from which the service is installed. DLR may be associated with DLRD seen on the FOC [confirmation]

Receipt of the DLR is an indication the design group has successfully produced and transmitted the architecture of the circuit downstream to the provisioning/installation group for final installation.

After AT&T has your order, below are guidelines if you require status:

- **To inquire about a late FOC:**

To inquire about any issue prior to issuance of an FOC, a late FOC or DLR (prior to RID date) = Contact the applicable Ordering group at Ordering Contacts

22State FOC Intervals are available in the Resource Library section of Prime Access

- **If the RID DATE has passed and you have the FOC but no DLR:**

Effective April 30, 2012 (Accessible Letter ACCCESS 12-029), Design Layout Report (DLR) will be delivered via Common Access Front End (CAFE), a web based application where the customer can retrieve the DLR. The DRC field on the ASR or LSR should equal "WEB". The URL is https://portal.wholesale.att.com/cafe1/ . If a customer does not have security to access CAFE, please contact the IS CALL CENTER at 314-235-7225 for assistance in securing access.

DLR may also be delivered via CONNECT: Direct (formerly Network Data Mover (NDM)) for the file transfer arrangement. The DRC must be placed in the DRC field on the ASR or LSR.

To inquire about a late DLR or obtain retransmission of a DLR, call the Access Service Center (ASC)

Obtain self help by going to CAFE website.

For status or to improve/escalate a RID/DLR or due date:

If an ICBPS Case or Engineering job **is** required, contact your Sales Team for 13 States process. For the SE region (9 States) contact the ASC Center.

If an ICBPS Case is **not** required contact the Access Service Center (ASC).-See ASC escalation contacts.

If you have received the DLR and you still wish to escalate the order, contact the applicable Ordering group in Ordering Contacts

Escalation Tips, Hints, and notes:

1) Always start calling from the far left side of the escalation list (begin at the 1st point of contact)
2) Allow 2 hours between steps in the escalation process
3) Leave a voice-mail at each step in the escalation process
4) Be very specific:

- · State, "This is an escalation..."
- · State, "I need a call back within 1 - 2 hours..." (this statement lets the recipient know how to prioritize the call)

5) Leave a description of the issue (PON #, ACNA, date in concern, order number if available, if trouble -what kind of trouble, etc.)

The work done to resolve a customer issue is almost always done at the Service Rep or 1st line manager levels. Upper levels of management help those levels on the escalation list re-prioritize their workload when needed. If a message is not left for each level, that contact may not know they need to be working on something for that customer. Skipping levels and not leaving messages prolongs the turn around time on all calls.

Escalations work best if one person on the customer side contacts one person on the AT&T side for each escalation issue.

Begin escalations as soon as the issue is identified and continue on your set time schedule to achieve resolution. Although our goal is to resolve issues the same day presented, if notifications are held or delayed until 4 p.m. or late in the day, the lateness of the day makes it difficult to reach resolution the same day.
While following the AT&T escalation process, a customer of any level can make an escalation call to any person at any level at AT&T. It is preferred that VP level escalations are done by a management employee of the customer so that

negotiations can occur if necessary and so that priorities for each company are handled appropriately. In some instances, the ASC may request "like" levels participate in the escalation process to ensure that information is fully communicated between the customer and the ASC.

Once at the Director level, please ensure that same level on customer side is aware of the issue and the escalation. Also notify the account team (Regional Service Manager or Access Service Manager) so that they are prepared to work as the customer advocate if necessary.

When escalating to a VP level, have documentation of who was called at AT&T and when they were called. Customers will be asked to confirm who and when they called. If contacts are not confirmed, the customer will be sent back to the appropriate level on the escalation list.

Management employees who are empowered to act on the VP's behalf handle escalations at the VP level. The employee handling these escalations, and their contact number, will rotate weekly. Call the escalation number to determine the contact of the week.

Director levels at the ASC are empowered by the Vice President, to negotiate the best due date possible.

Before the due date escalation process begins in any AT&T region, customers will be asked if there is a critical business need (and may be asked to pay overtime to obtain the escalated date.) AT&T won't escalate the FOC'd due date on the ASR without a critical business need (again, this critical need may not guarantee a better date - facilities may not be available, physical limitations may exist... etc.) Also, when requesting a due date escalation be sure to provide the name and number of the customer's tester so that we are able to do coordinated testing if and where applicable.

AT&T keeps customer escalation lists as up to date as possible, if any contact on the list has left the company or is on vacation and doesn't leave a backup - move immediately to the next person on the list. (We ask you to please call your Regional or Access Service Manager so we can update the list and your help is greatly appreciated.)