calltower

Managed Services Escalation

CallTower Wholesale Escalation Information

CUSTOMER SUPPORT GUIDELINES

CallTower delivers award-winning support to our customers, around the world, through an experienced, professional, and dedicated team with an exceptional focus on customer success.

The Managed Services team is available to assist with all questions related to product features and will be the main contact for any service impacting report.

TICKETING AND COMMUNICATION

Ticketing Portal:
https://momentumtelecom.my.site.com/Portal/login

Toll Free: 844-796-9988

Cases are prioritized by the severity level. Severity definitions correspond to TL 9000 assessment definitions and include an “informational” level for improved communication.

Status Page:
https://momentumwholesale.status.page/

Ticket Status	
New	CallTower is investigating and taking steps to resolve. For example, this could be a newly created ticket on an issue we are actively working on.
Analyzing / In Process	CallTower is working to resolve the issue.
Pending Customer	CallTower needs additional information to solve the issue; the ticket is returned to the customer for additional information.
Monitoring	CallTower has resolved the issue but is still monitoring either due to customer request or concern for a chronic issue. ***Note:*** *If a ticket is in this state without any customer updates for 3 days, it will automatically be moved to “Closed”.*
Closed	The ticket has been closed with full customer agreement, or it has been in the “Pending Customer” or monitoring state for more than 3 days.

Target Timeframes

Severity	Acknowledge	Respond	Resolve	Coverage
Critical	< 30 Minutes	< 2 Hours	< 24 Hours	24/7/365
Major	< 60 Minutes	< 8 Hours	< 2 Business Days	24/7/365
Minor	< 1 Business Day	< 2 Business Days	< 3 Business Days	24/7/365
Informational	< 1 Business Day	N/A	< 3 Business Days	8am - 6pm M-F
MACD	< 1 Business Day	N/A	< 3 Business Days	8am - 6pm M-F

All outages should be reported to support after a ticket is created via our ticketing portal.

Acknowledge — The time frame from the creation of ticket and the first response from CallTower

Respond — The time frame from the creation of ticket until the issue has been reviewed and an update provided. If the issue cannot be immediately resolved — the time until we provide information about a possible work-around

Resolve — The time frame between the creations of a ticket until there is a permanent or long-term fix for the issue.

- Issues outside of CallTower's control may require additional vendor support and resolution time frames will follow vendor guidelines.
- A ticket "pending customer response" will automatically close after 3 business days without a response from the customer. Any unresolved ticket can be reopened if customer makes contact within 24 hours of closure. Otherwise, a new ticket will be opened that references a previous ticket number.

Severity Definitions

Critical	Problems that severely affect Momentum communication services and require immediate corrective action. ◦ A total or partial outage. Services are down for a large group of users (>10% of users) ◦ Mission critical operations are severely impacted and there is no workaround ◦ Emergency calls (911) are not reliably working
Major	Urgent problems that significantly affect Momentum communication services, provisioning, administration, and require fast attention ◦ Services are down for a small group of users (<10% of users) ◦ Service performance is degraded, but still functioning ◦ Loss of administrative capability ◦ There is no reasonable workaround
Minor	Problems that do not significantly affect Momentum communication services
Informational	For informational updates

Support Escalations *

**Ticket not resolved within severity deadline*

Contact Name	Title	Email	Phone
Supervisor on Deck			833.406.2822
John Smith	Manager, Wholesale Support Services	john.smith@calltower.com	470.348.0065

Account Management Escalations

Contact Name	Title	Email	Phone
Joseph Blue	Manager, Client Success - Wholesale	joseph.blue@calltower.com	440.808.4825
Amanda Inman	Director, Wholesale Services	amanda.inman@calltower.com	205.978.4466
Trish Strehle	VP, Client Success	trish.strehle@calltower.com	267.234.7343

Executive Support Escalations

Contact Name	Title	Email	Phone
Michael Sipka	Director, Support Engineering	michael.sipka@calltower.com	615.874.6044
Jim Manetta	Sr. VP, Client Support	jmanetta@calltower.com	585.563.1868
Jennifer Jacobs	Chief Operating Officer	jennifer.jacobs@calltower.com	205.978.4454

GENERAL MAILBOX ROUTING

Provisioning Questions: Please direct all LNP inquiries related to DID's, Toll-Free Numbers, DA/DL, E911 Validation, CNAM, and LNP Orders to provisioning@gomomentum.com

Billing Issues or Questions: voicebilling@gomomentum.com

Subpoena or CALEA (Wiretapping) Requests: If you receive a subpoena or wiretapping request from a government office, please send request to legalprocess@calltower.com. Our network operations team will process the request and reply via email with requested information.