

Edison Carrier Solutions (ECS) Escalation Guide



FIBER

Performance of our network is critical to the success of your business. As a valued customer our goal is to ensure you have the ability to receive timely support and communications.

To report Unplanned Outages or Service Affecting Conditions contact the Telecommunications Command Center (TCC) 1-800-655-8844. Clients must open a trouble ticket for each circuit outage, regardless of duration and ensure TCC has an accurate understanding of the service impact. Please send Request for Outage(s) to ECSRFORequests@sce.com and allow up to 21 business days from time of request for response.

When opening a trouble ticket provide the following information:

- Circuit ID (s) or System ID (s)
- Location type (Cell Site, Business, School, Data Center, Mobile Switch Center, Public Safety Facility, other)
- Impact to service (Down hard, intermittent trouble, packet loss, etc.)

TCC provides the following support:

- Logs the reported trouble and provides a trouble ticket(s) number for reference
- Troubleshoots and coordinates appropriate organizational engagement for restoral
- Provides repair status and estimated time of repair (ETR)
- Upon restoration, contacts customer to verify restoral

Level		Organization	Support Services	Escalation Point of Contact	Phone
Escalation Level	Time Frame Unavailable /Impacted				
1	Customer Requested Escalation	TCC- Telecommunications Command Center (NOC)	Customer will receive applicable status and estimated restoration time.	Telecommunications Technician	AVAILABLE 24/7 (800) 655-8844
2	2 Hours beyond 1st Level Escalation Request	TCC- Telecommunications Command Center (NOC)	Customer will receive applicable status and estimated restoration time. Technician engages Supervisor and or Manager on Duty to prioritize incident and coordinate escalation of necessary organizations.	Supervisor or Manager on Duty	AVAILABLE 24/7 (800) 655-8844
3	4 Hours beyond 1st Level Escalation Request	ECS System Engineering & Operations ECS Operations Tier 3	Tier 3 provides necessary technical skills to support recommendation(s) and resolution(s).	Normal Business Hours: ECS Operations Tier 3 After Hours (5pm - 7am) On Call ECS Tier3 System Ops Technician	TCC Direct Notification
4	6 Hours beyond 1st Level Escalation Request	ECS System Engineering & Operations ECS Operations Tier 3	Tier 3 engages Management to provide necessary coordination and escalation to support recommendation(s) and resolution(s). Communicates applicable status with Customer where necessary.	Manager System Engineering Operations Senior Manager Engineering Operations	TCC Direct Notification
5	7 Hours beyond 1st Level Escalation Request	ECS Network Architecture, Engineering & Operations	Senior Managemet takes further action to support escalation.	Principle Manager System Architecture, Engineering Operations	TCC Direct Notification

*Level 5 Senior Leadership will advise and review incident details with ECS's Executive General Manager and coordinate communications.

Executive Officer Level	CEO, CTO, President, Vice President, General Manager, Director	Peer to Peer Escalation	Director & General Manager	Level 5 Direct Notification
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