

# Momentum escalation information

## CUSTOMER SUPPORT GUIDELINES

Momentum 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 Momentum Technical Assistance Center (TAC) is available to assist with all questions related to products and their functions, and will be the main contact for any service impacting report.

## TICKETING AND COMMUNICATION

### MOMENTUM SUPPORT

**Toll Free Number:** 1-888-538-3960

**Technical support email:** [techs@gomomentum.com](mailto:techs@gomomentum.com)

**Service changes email:** [ccare@gomomentum.com](mailto:ccare@gomomentum.com)

### METASWITCH SUPPORT

**Email:** [support@gomomentum.com](mailto:support@gomomentum.com)

### DATA CIRCUIT SUPPORT:

**Email:** [datasupport@gomomentum.com](mailto:datasupport@gomomentum.com)

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

TICKET STATUS	
<b>Open</b>	Momentum is investigating and taking steps to resolve. For example, this could be a newly created ticket or an issue we are actively working on.
<b>Pending Customer</b>	Momentum needs additional information to solve the issue; the ticket is returned to the customer for additional information.
<b>Monitor</b>	Momentum has resolved the issue. Please close the issue or request to reopen if the issue is not fully resolved. <b>Note:</b> If a ticket is in this state without any customer updates for 7 days, it will automatically be moved to “Closed”
<b>Closed</b>	The ticket has been closed with full customer agreement or it has been in the “Monitor” state for more than 7 days.

TARGET TIME FRAMES				
* ALL TIMES ARE EASTERN				
Severity	Acknowledge	Respond	Resolve	Coverage
Critical	< 30 Minutes	< 2 Hours	< 24 Hours	24 x 7 x 365
Major	< 60 Minutes	< 8 Hours	< 2 Business Days	8am - 8pm M-F
Minor	< 1 Business Day	< 2 Business Days	< 3 Business Days	8am - 8pm M-F
Informational	< 1 Business Day	N/A	< 3 Business Days	8am - 8pm M-F
MACD	< 1 Business Day	N/A	< 3 Business Days	8am - 8pm M-F

**All outages should be called in to support after a ticket is created via email or portal.**

**Acknowledge:** The time frame from the creation of ticket and the first response from the Momentum TAC

**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

Issues outside of Momentum's control may require additional vendor support and resolution time frames will follow vendor guidelines.

A ticket that is pending customer response will automatically close after 3 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	
Severity	Description
Critical	Problems that severely affect Momentum communication services and require immediate corrective action (24x7) <ul style="list-style-type: none"> <li>A total or partial outage. Services are down for a large group of users (&gt;10% of users)</li> <li>Mission critical operations are severely impacted and there is no workaround</li> <li>Emergency calls (911) are not reliably working.</li> </ul>
Major	Urgent problems that significantly affect Momentum communication services, provisioning, administration, and require fast attention <ul style="list-style-type: none"> <li>There is no reasonable workaround</li> <li>Services are down for a small group of users (&lt;10% of users)</li> <li>Service performance is degraded, but still functioning</li> <li>Loss of administrative capability</li> </ul>
Minor	Problems that do not significantly affect Momentum communication services
Informational	For informational updates
MACD	Moves, Adds, Changes, or Deletions of service
If your business is moving locations, Momentum requires a 30 day notice to appropriately assign resources and plan any necessary changes. Hourly charges apply. Support of additional products and services from additional vendors, other than Momentum are also subject to hourly charges.	

ENTERPRISE SUPPORT			
Contact Name	Title	Email	Phone
Support Manager	Hotline Phone		205.978.4403
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Jeanine Martin	VP, Customer Support & Data Services	<a href="mailto:jeanine.martin@gomomentum.com">jeanine.martin@gomomentum.com</a>	865.888.7400
CUSTOMER CARE ESCALATIONS (Billing and Move/Add/Change/Disconnect Orders)			
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Kaitlin Williams	Director, Enterprise Support	<a href="mailto:kaitlin.williams@gomomentum.com">kaitlin.williams@gomomentum.com</a>	440.808.4864
MANAGED NETWORK SERVICE SUPPORT ESCALATION			
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