

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**Service changes email:** ccare@gomomentum.com**METASWITCH SUPPORT:****Email:** support@gomomentum.com**DATA CIRCUIT SUPPORT:****Email:** datasupport@gomomentum.com

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

MOMENTUM STATUS PAGE:<https://momentumservices.status.page/>

TICKET STATUS	
Open	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.
Pending Customer	Momentum needs additional information to solve the issue; the ticket is returned to the customer for additional information.
Monitor	Momentum 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 7 days, it will automatically be moved to “Closed”.
Closed	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	24x7x365
Major	< 60 Minutes	< 8 Hours	< 2 Business Days	8am - 6pm M-F
Minor	< 1 Business Day	< 2 Business Days	< 3 Business Days	8am - 6pm M-F
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 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 the issue.

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	<p>Problems that severely affect Momentum communication services and require immediate corrective action (24x7)</p> <ul style="list-style-type: none"> • 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	<p>Urgent problems that significantly affect Momentum communication services, provisioning, administration, and require fast attention</p> <ul style="list-style-type: none"> • There is no reasonable workaround • Services are down for a small group of users (<10% of users) • Service performance is degraded, but still functioning • Loss of administrative capability
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 VOICE SUPPORT ESCALATION MATRIX			
Escalation Level	Description	Email	Phone
1 st Level	Ticket not resolved within severity deadline		833.406.2822
2 nd Level	No reply to first-level escalation after 2 hours.		205.978.4403
3 rd Level	Formal Escalation with Escalation Manager	csescalations@gomomentum.com	205.538.1344
Becky Dockery	Customer Care, Billing & Service Changes	becky.dockery@gomomentum.com	865.409.2244

MANAGED NETWORK SERVICE SUPPORT ESCALATIONS			
Contact Name	Title	Email	Phone
Data Escalations	Escalation Distribution List	dscalations@gomomentum.com	
Escalation Team	Escalations Hotline	csescalations@gomomentum.com	205.538.1344
Diego Perez	Sr Manager, Managed Network	diego.perez@gomomentum.com	212.867.3328
Service Changes	Data Service Changes	macd@gomomentum.com	

ACCOUNT MANAGEMENT ESCALATIONS			
Contact Name	Title	Email	Phone
Erica Herrera	Escalation Manager	erica.herrera@gomomentum.com	813.649.3597
Brian Tatum	Manager, Account Specialist	brian.tatum@gomomentum.com	865.518.6899
Brad Wojick	Manager, Account Management	brad.wojick@gomomentum.com	704.565.2605
Sara Mullikin	Manager, Network Account Management	sara.mullikin@gomomentum.com	205.545.5751
Tracy Williams	Manager, Account Management	tracy.williams@gomomentum.com	205.547.3595

EXECUTIVE SUPPORT AND ACCOUNT MANAGEMENT ESCALATIONS			
Contact Name	Title	Email	Phone
Kaitlin Williams	Director, Enterprise Voice Support	kaitlin.williams@gomomentum.com	440.808.4864
Michael Sipka	Director, Support Engineering	michael.sipka@gomomentum.com	615.874.6044
Jeanine Martin	VP, Customer Support	jeanine.martin@gomomentum.com	865.888.7400
Trish Strehle	VP, Account Management	Trish.strehle@gomomentum.com	267.234.7343

VOICE, UC, & MS TEAMS NEW IMPLEMENTATION ESCALATIONS			
Contact Name	Title	Email	Phone
Escalation Desk		implementation_escalations@gomomentum.com	
Brenae English	Director, Service Delivery	benglish@gomomentum.com	205.824.6806
Paul Schulten	VP, Service Delivery	paul.schulten@gomomentum.com	502.599.4424
Isaac Edwards	Director, Implementations Engineering	iedwards@gomomentum.com	205.978.6115
Russell Jorgensen	VP, Imp. Engineering	russell.jorgensen@gomomentum.com	480.745.3918

DATA IMPLEMENTATION ESCALATIONS			
Contact Name	Title	Email	Phone
Steven Smith	VP, Network Access Service Delivery	steven.smith@gomomentum.com	646.666.3363
Jason Hornig	SVP, Network Access	jason.hornig@gomomentum.com	646.248.6881

SALES ESCALATIONS			
Contact Name	Title	Email	Phone
Sean Cramer	VP Sales, West	sean.cramer@gomomentum.com	720.583.9996
Chuck Piazza	EVP, Sales and Marketing	chuck.piazza@gomomentum.com	502.272.9183
Ande Hornig	EVP, Network Services	ande.hornig@gomomentum.com	212.202.0388

CUSTOMER EXPERIENCE			
Contact Name	Title	Email	Phone
Jennifer Jacobs	EVP, Customer Experience	jjacobs@gomomentum.com	205.978.4454

