

TICKET PHILADELPHIA IT AFTER HOURS SUPPORT POLICY

At the call center Leader's discretion, IT Helpdesk After Hours Support will be contacted for all issues that pose a serious interruption to revenue generating activities.

Some examples of these issues are:

- Tessitura client isn't connecting or having connection problems
- Credit card server is not functioning correctly and/or has error messages
- Phone queues not accepting calls or other network problems that cause every phone to be down or prohibit Associates from logging in
- Network down – cannot open Athena or other external websites

To improve the SLA and response time for Ticket Philadelphia during After Hours, TP will be provided with the numbers to the Primary and Secondary pagers so they can page IT directly and bypass the answering service.

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|------------------------|--------------------------|---|
| PRIMARY PAGER: | +1 (215) 265-0103 | 1st Level – Helpdesk |
| SECONDARY PAGER | +1 (215) 577-3413 | 2nd Level- Escalation |

Once the page is successful, the person who initially paged will email Helpdesk with a CC to the group "Ticket Philadelphia, All Users" with the issue. Once the issue is resolved, the initial pager will send a follow-up email declaring this.

If the page is not answered by the primary on-call person in the first 10 minutes, the 2nd page should be issued. For the 2nd page, TP should page both the Primary pager and the Secondary pager.

After the 2nd page is not answered within another 10 minutes, Ezra Wiesner should be called on his primary cell phone number. (NOTE: this number will be given out at our discretion and should not be shared beyond TP).