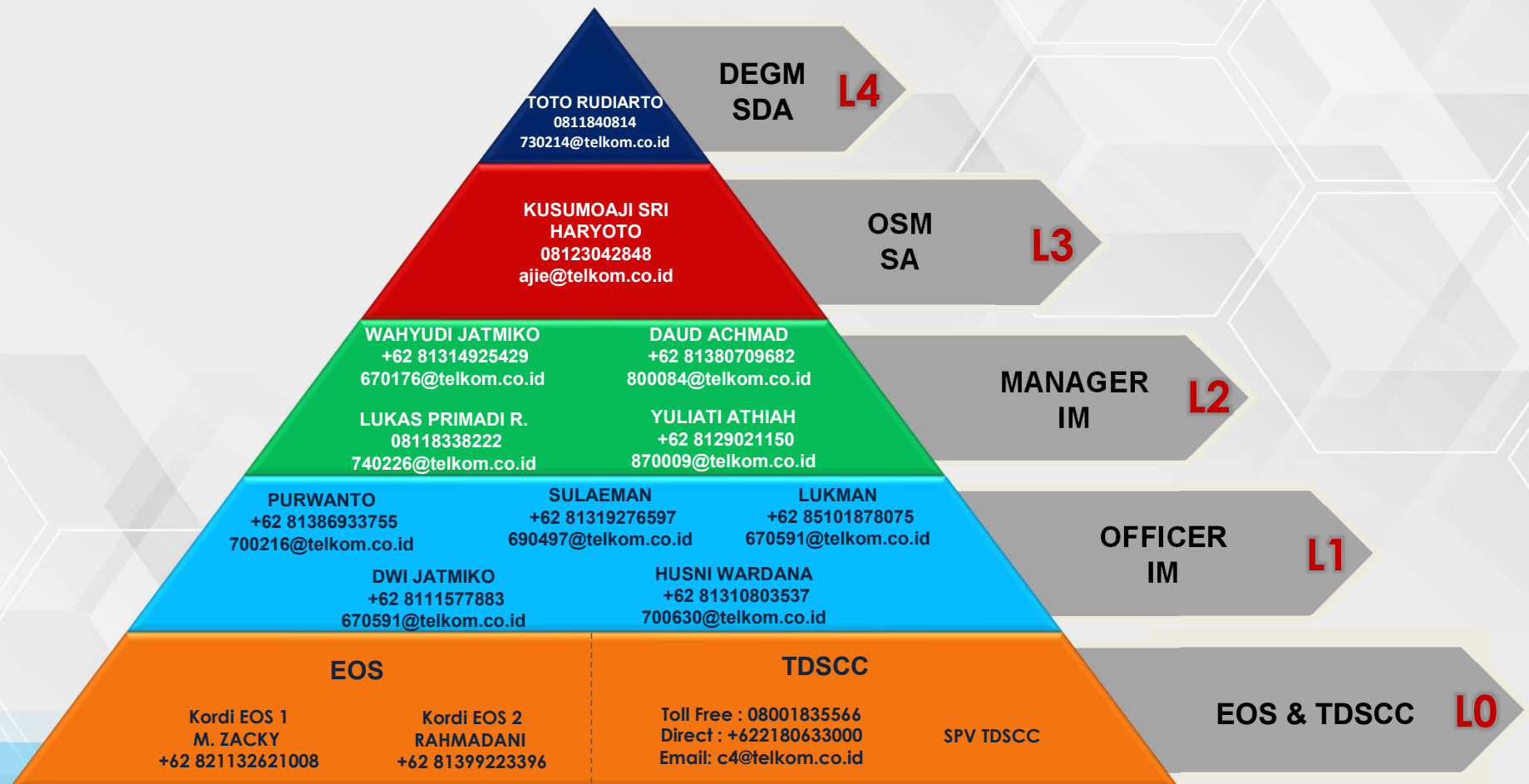


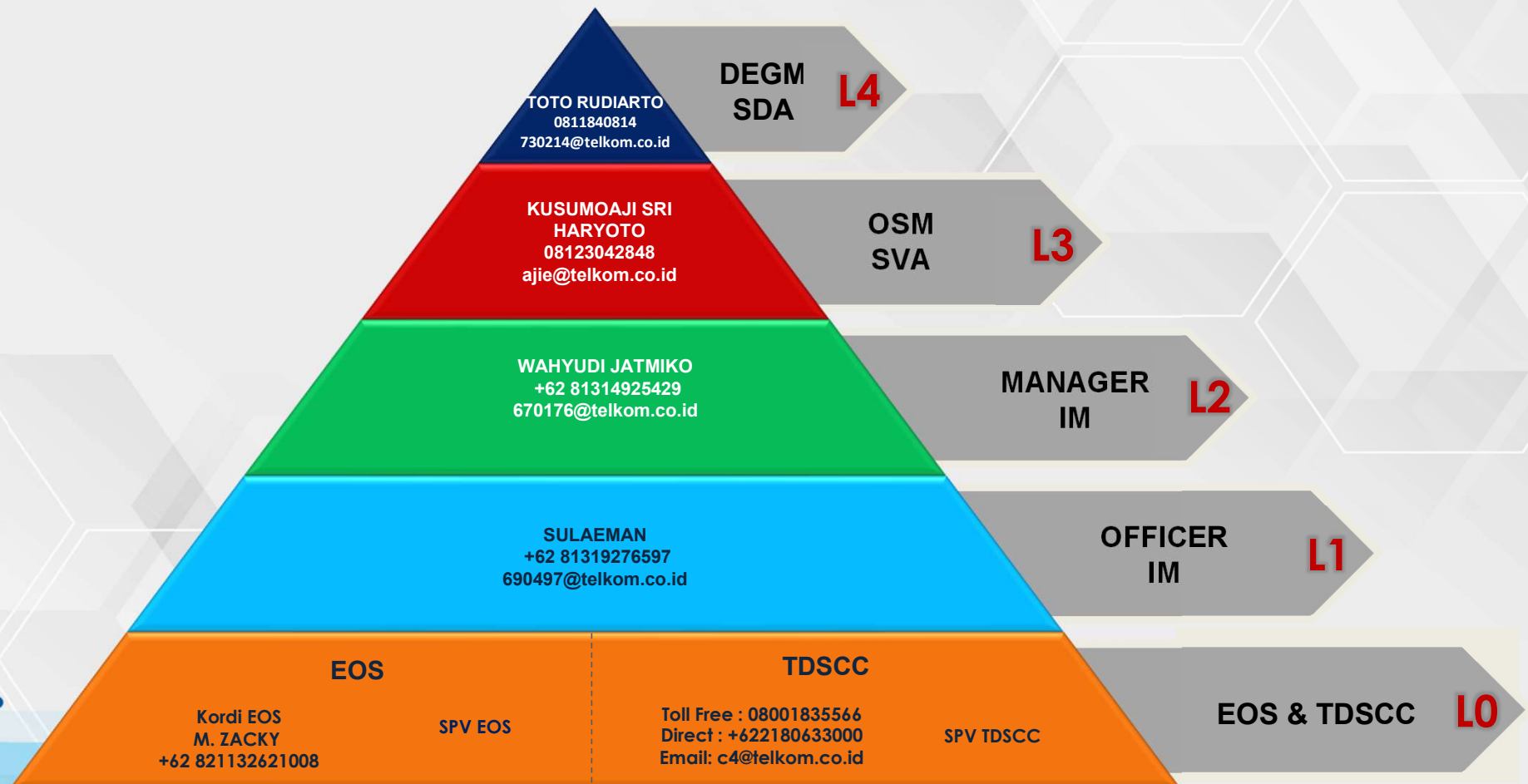
SERVICE ASSURANCE (MATRIX ESKALASI)

Divisi Solution Delivery Assurance

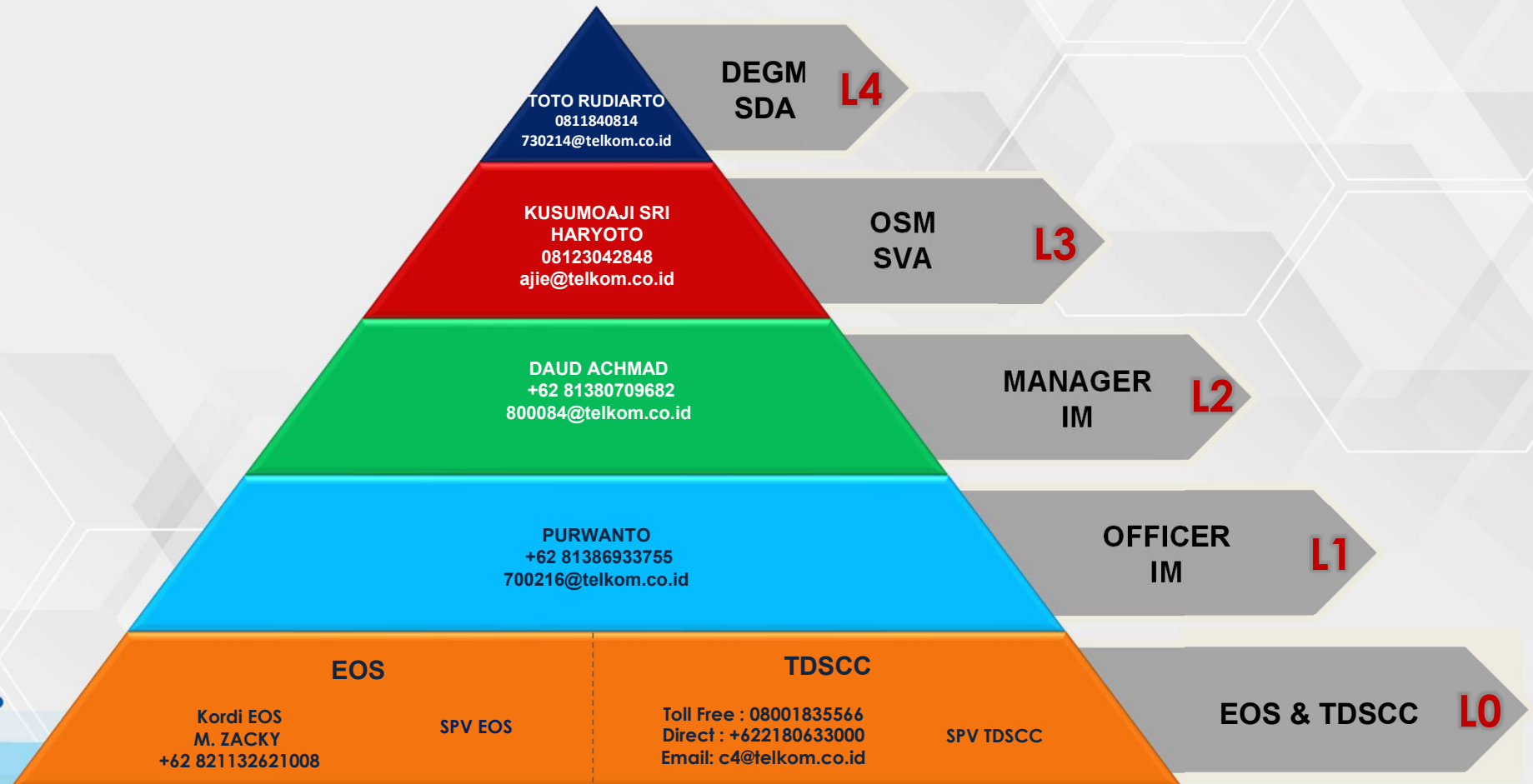
Level Eskalasi Gangguan (All)



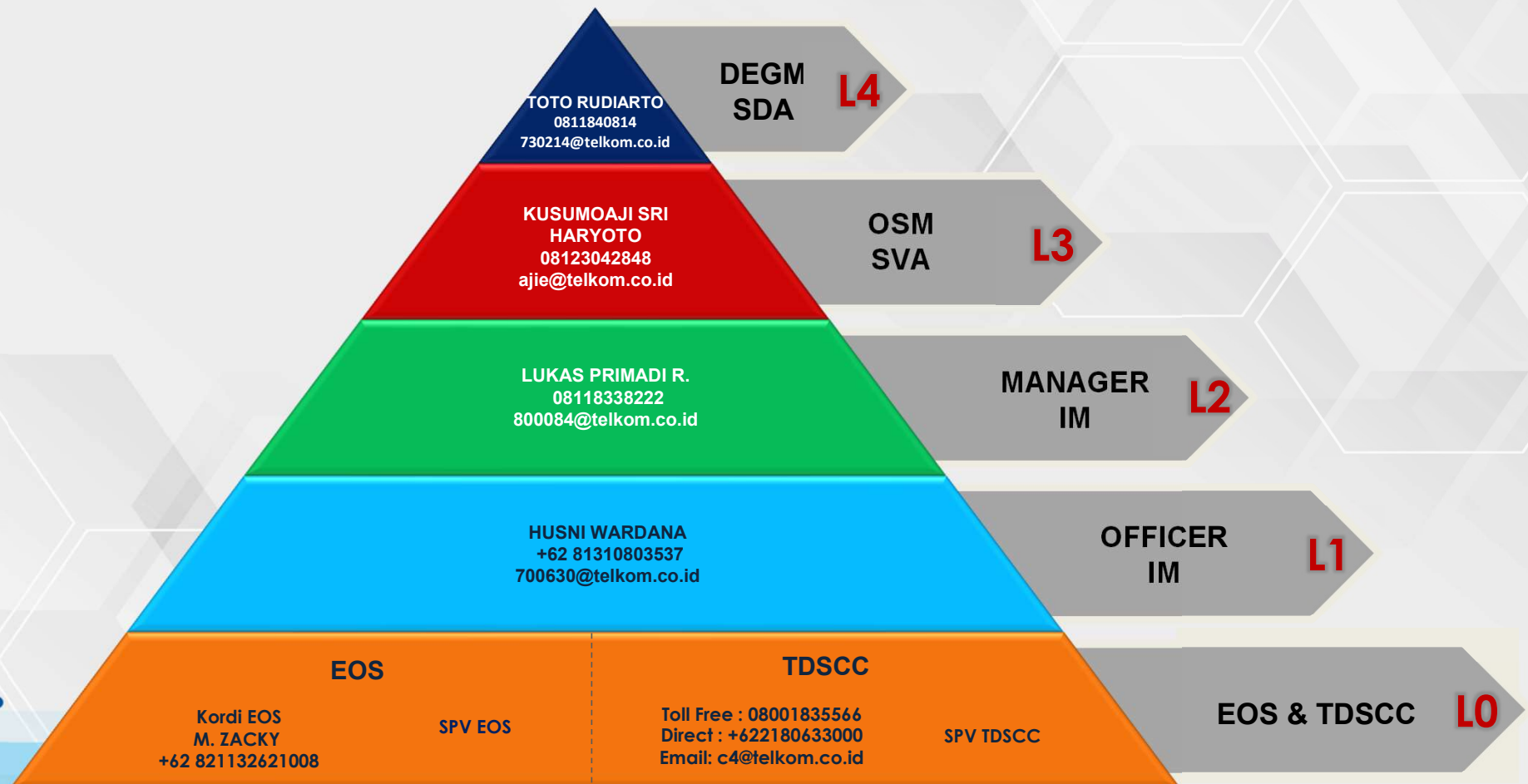
Level Eskalasi Gangguan Top 20 (BMSS, RBS, FMS, FNBS)



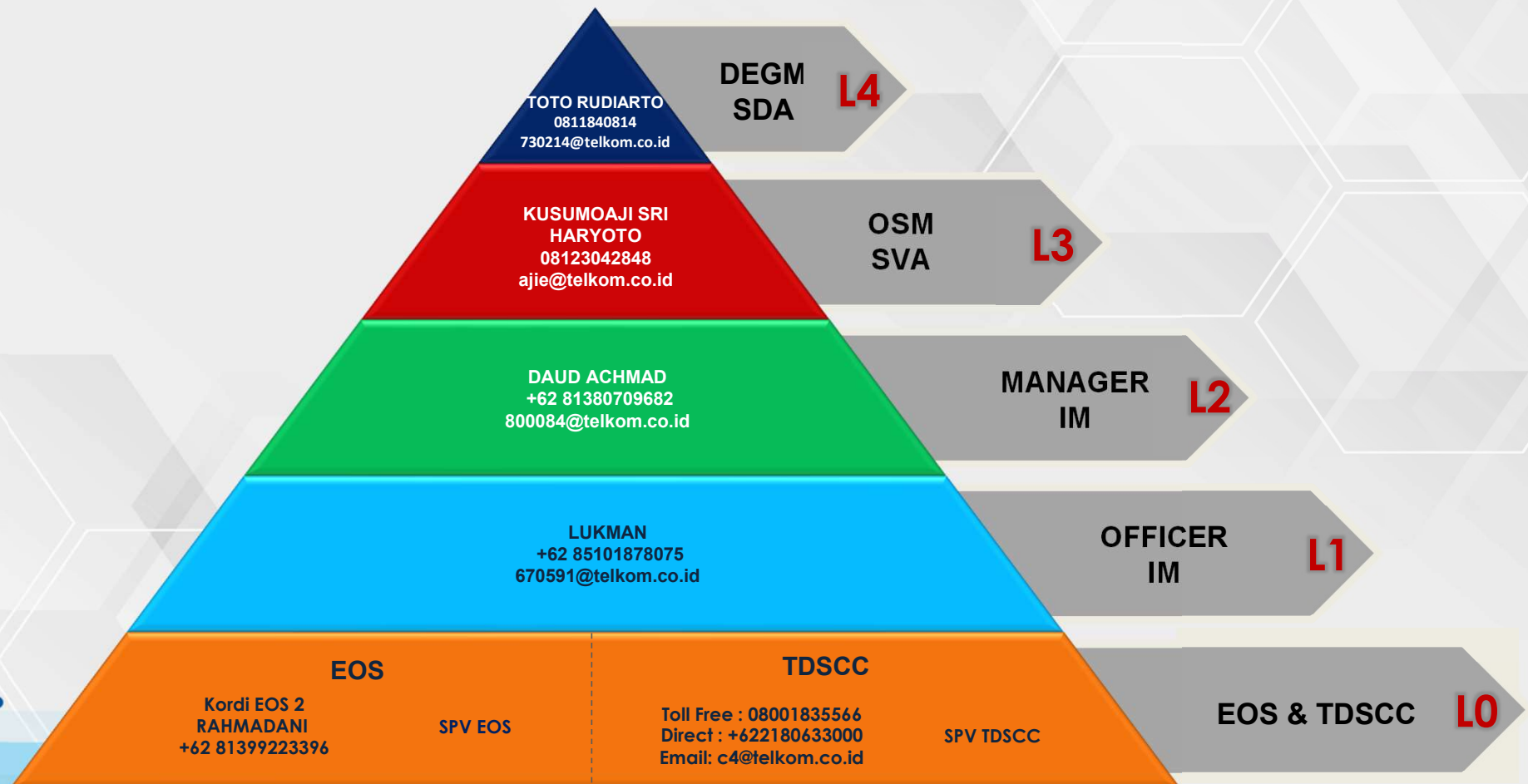
Level Eskalasi Gangguan Top 200 (ERS, MCS, MLS, TMS)



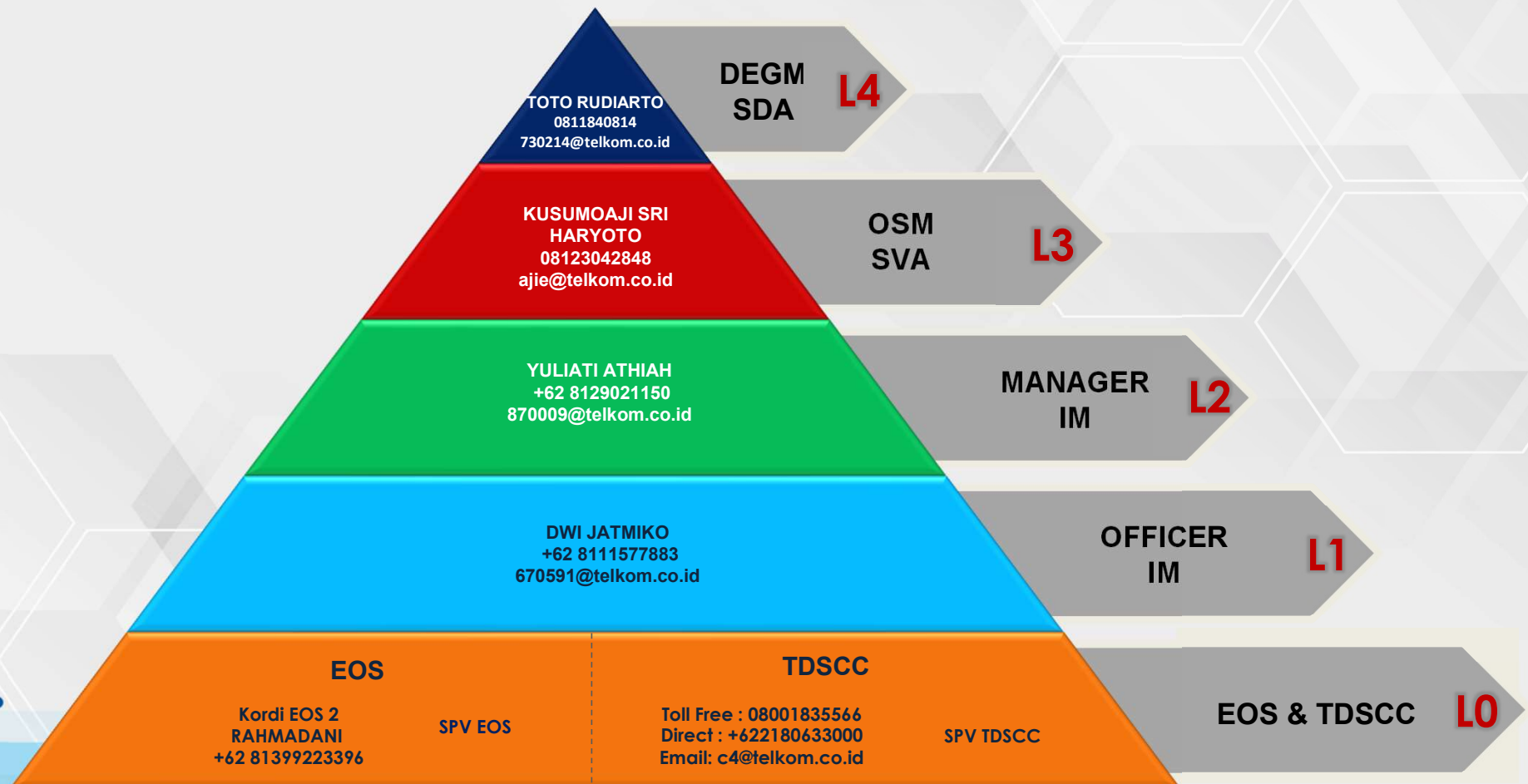
Level Eskalasi Gangguan ECH (RDS, AFS, MMS, HWS)



Level Eskalasi Gangguan GCH (CGS, LGS, GAS, MPS)



Level Eskalasi Gangguan BCH (CTS, EMS, SEG DBS)



Waktu Eskalasi Gangguan

SLG Service Level Guarantee	MDT Maximum Down Time (jam)	LEVEL 0 Help Desk (Jam)	LEVEL 1 AsMan (Jam)	LEVEL 2 Manager (Jam)	LEVEL 3 GM/OSM (Jam)	LEVEL 4 Deputy EVP (Jam)	LEVEL 5 EVP (Jam)
SLG 95%	36	0	7	10	16	23	26
SLG 97%	22	0	4	7	10	14	17
SLG 98%	14	0	2,5	4	6,5	9	11
SLG 98,5%	11	0	2	3	5	7	9
SLG 99%	7,2	0	1	1,5	2	2,5	3
SLG 99,5%	3,6	0	1	1,5	2	2,5	3
SLG 99,95%	0,36	0	0	0	0	0	0

MDT adalah lama waktu layanan terganggu dalam satu bulan, jika melebihi sudah ditetapkan maka Customer berhak mendapatkan restitusi abonemen pada bulan yang bersangkutan