

# ESCALATION LIST

## **I N O C**

### INTERNATIONAL NETWORK OPERATION CENTER

## INOC – Escalation List by Severity - DWDM & SDH - Optical Transport Technologies

Severity Level	1st Level - INOC	2nd Level	3rd Level	4th Level
1	0 minutes	60 minutes	2 hours	4 hours
2	0 minutes	4 hours	6 hours	8 hours
3	0 minutes	8 hours	16 hours	24 hours
4	0 minutes	16 hours – Business Days	24 hours – Business Days	48 hours – Business Days

Severity Level	Impact	Description
1	Critical Bussiness Impact	<ul style="list-style-type: none"> <li>Without main service working. It doesn't exist backup . No way to spare route.</li> <li>High impact on the Service Level Agreement (SLA).</li> </ul>
2	Medium Bussiness Impact	<ul style="list-style-type: none"> <li>Without main service working. It exist backup and it's working up.</li> <li>Main Service working but degradeted.</li> <li>Medium impact on the Service Level Agreement (SLA).</li> </ul>
3	Low Bussiness Impact	<ul style="list-style-type: none"> <li>Main Service working but minimum degradeted.</li> <li>Low bussiness impact on Service Level Agreement (SLA).</li> </ul>
4	No Bussiness Impact	<ul style="list-style-type: none"> <li>Main Service Working.</li> <li>Technical or administrative inquiries.</li> <li>No impact on Service Level Agreement (SLA).</li> <li>.</li> </ul>

## ESCALATION LIST BY SEVERITY

4th Level

3rd Level

2nd Level

1st Level

## INOC

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