



## Customer Escalation Process

NWN has the processes and infrastructure in place to support the State of California's needs. NWN will utilize the same enterprise processes for all offerings under the CALNET3 contract. Customers requiring ticket escalation should use the information below to escalate support.

### CUSTOMER PROCESS FOR ESCALATING SERVICE REQUEST ISSUES

1. Contact the NWN Command Center by either calling 855-548-2200 or emailing [support@nwnit.com](mailto:support@nwnit.com)
2. Once the end-user contacts the NWN Command Center, NWN CALNET Engineers will work to address case specific issue with the customer, and will escalate the issue to the next level support as appropriate if necessary.

In the event of a critical outage affecting your production environment, an Escalation should be requested.

#### State of CA Service Center Escalation Contacts

Level	Title	Name	Phone	Email
Level 1	NWN Command Center	On-Duty	855-548-2200	<a href="mailto:support@nwnit.com">support@nwnit.com</a>
Level 2	Network Operations Center	On Duty Engineer	855-548-2200	<a href="mailto:support@nwnit.com">support@nwnit.com</a>
Level 3	Director of Customer	Kristin Scheidmantel	855-548-2200	<a href="mailto:kscheidmantel@nwnit.com">kscheidmantel@nwnit.com</a>

**NWN Internal escalation process:** If an issue is not resolved at Level 1 within four hours, the Command Center will escalate the issue internally to their Level 2 support, the Assigned Solution Engineer (ASE) & Backup Assigned Engineer (BASE) (to be assigned per customer, upon & per agency engagement). At this point, the ASE or BASE will work to resolve the issue. In rare cases where the ASE or BASE cannot resolve the issue at hand immediately, they will escalate the issue to the Manager of NOC and CPM. At this point, the Manager of NOC will work with the CPM will work to resolve the issue within the next business day. Throughout this process, resources from the Contracts Escalation Team will be consulted.

#### State of CA Account Team: Contract Escalation Contacts

Level	Title	Name	Phone	Email
Level 1	Contract Program Manager	Chris Joslin	855-548-2200	<a href="mailto:cjoslin@nwnit.com">cjoslin@nwnit.com</a>
Level 2	Director of Sales	Tim Meade	855-548-2200	<a href="mailto:tmeade@nwnit.com">tmeade@nwnit.com</a>
Level 3	Senior Vice President	Brian Gai	855-548-2200	<a href="mailto:BGai@nwnit.com">BGai@nwnit.com</a>