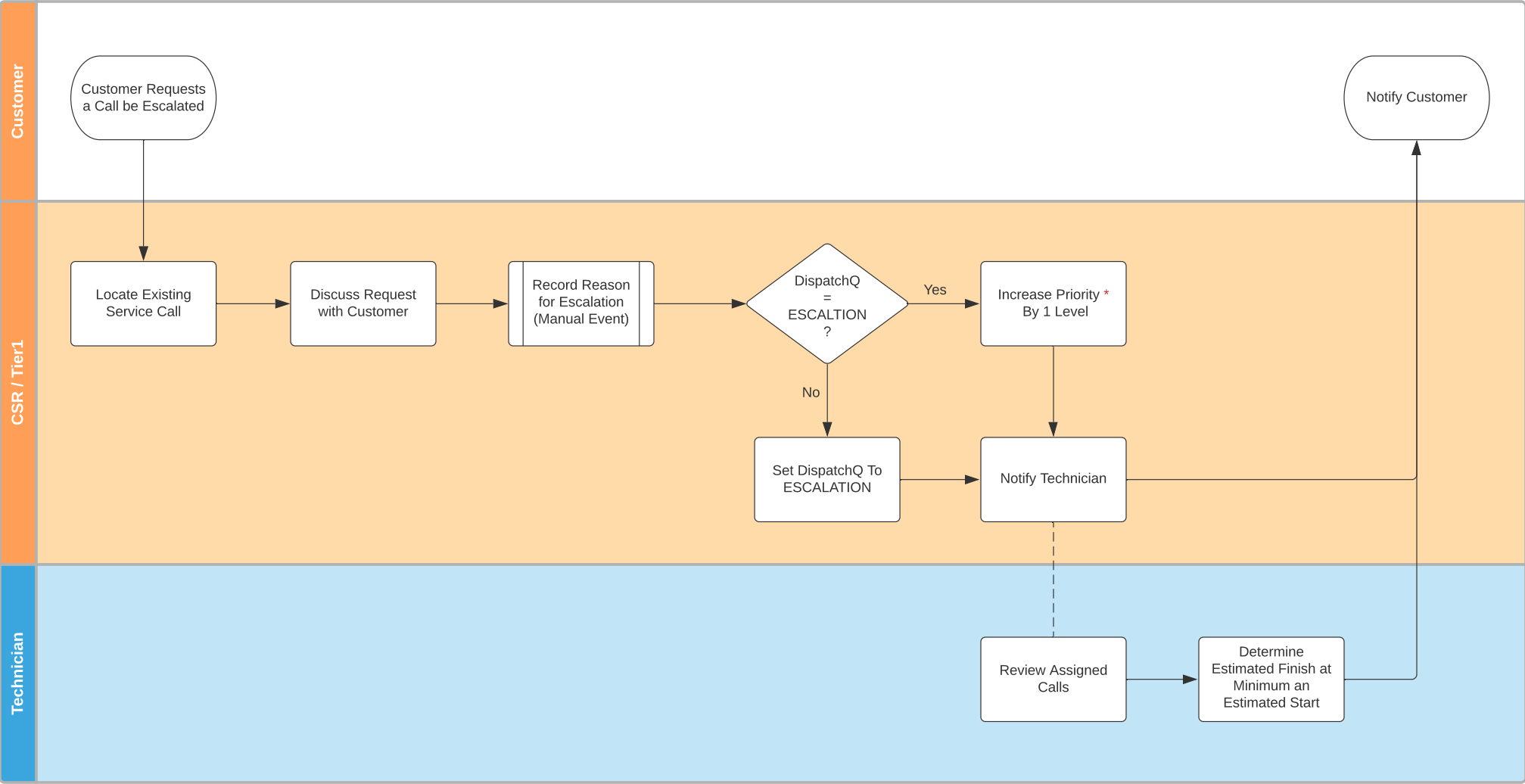


Customer Care Call Escalation Process



- * Considerations**
- Try to preserve P1 for true P1's
 - Seek manager approval before escalating to P1
 - Monitor & Feedback process