

# Globalgig Support Information

November 2023



## Escalation Contacts and Guidelines

Escalation Level	Contact Name	Contact Numbers	Email Address
1	Globalgig Support	<b>US Toll Free</b> +1 844 483 5474 <b>Direct Dial</b> +1 512 717 0161 (US) +44 203 695 3698 (UK)	<a href="mailto:support@globalgig.com">support@globalgig.com</a>
2	Globalgig Support Supervisor (Ask for on-duty supervisor)	<b>US Toll Free</b> +1 844 483 5474 <b>Direct Dial</b> +1 512 717 0161 (US) +44 203 695 3698 (UK)	<a href="mailto:SupportSupervisor@globalgig.com">SupportSupervisor@globalgig.com</a>
3	Tameka Bailey - Manager, Support Services	<b>Direct Dial</b> +1 267 817 2210 (US) +44 203 695 3697 (UK) <b>Mobile</b> +1-215-601-4753 (US)	<a href="mailto:Tameka.Bailey@globalgig.com">Tameka.Bailey@globalgig.com</a>
4	Jeremy McPherson - VP of Operations	<b>Direct Dial</b> +1 512 975 2300 (US) <b>Mobile</b> +1 512 658 5706 (US)	<a href="mailto:Jeremy.McPherson@globalgig.com">Jeremy.McPherson@globalgig.com</a>

Globalgig Support is available 24/7/365. If you feel the need to escalate an issue at any time, please do so. We are always here to help.

- **1st Level of Escalation** – One hour after the ticket has been opened.
- **2nd Level of Escalation** – Two hours after the ticket has been opened.
- **3rd Level of Escalation** – Three hours after the ticket has been opened.
- **4th Level of Escalation** – Four hours after the ticket has been opened

Any service intervals outlined in this document are the targeted levels only and do not replace the contracted levels defined in a customer's master service level agreement.

# Ticket Priority Assignment Matrix

Globalgig uses the following matrix to assign priority (severity) to support issues:

		Impact		
		High System Wide	Medium Multiple Users	Low Single User
		Business Unit, Department, Location	Several Users	Single User
Urgency	High Can no longer perform primary work functions	<b>P1 Critical</b>	<b>P2 High</b>	<b>P3 Medium</b>
	Medium Work functions impaired, work around in place	<b>P2 High</b>	<b>P3 Medium</b>	<b>P4 Low</b>
	Low Inconvenient	<b>P3 Medium</b>	<b>P4 Low</b>	<b>P4 Low</b>

## Globalgig Ticket Handling

Priority Level	Definition	MTTA	Ticket Updates	MTTR
Priority 1	Widespread outage affecting entire site where users can't perform any work functions.	15 Minutes	Hourly	4 Hours
Priority 2	Multiple users impacted/impaired or can't perform work functions.	30 Minutes	Hourly	8 Hours
Priority 3	Multiple users impacted, work around may be in place, work functions impaired.	45 Minutes	Every 4 hours or by next business day	24 Hours
Priority 4	Single user inconvenienced or routine request.	60 Minutes	Every 8 hours or by next business day	36 Hours

MTTA: Mean Time to Accept – Elapsed time it takes for Tier 1 tech to pick up ticket and start working it.

MTTR: Mean Time to Resolution – Elapsed time it takes to resolve customer issue