

Globalgig Support Information

December 2023



Escalation Contacts and Guidelines

Escalation Level	Contact Name	Contact Numbers	Email Address
1	Globalgig Support	US Toll Free +1 844 483 5474 Direct Dial +1 512 717 0161 (US) +44 203 695 3698 (UK)	support@globalgig.com
2	Globalgig Support Supervisor (Ask for on-duty supervisor)	US Toll Free +1 844 483 5474 Direct Dial +1 512 717 0161 (US) +44 203 695 3698 (UK)	SupportSupervisor@globalgig.com
3	Tameka Bailey - Manager, Support Services	Direct Dial +1 267 817 2210 (US) +44 203 695 3697 (UK) Mobile +1-215-601-4753 (US)	Tameka.Bailey@globalgig.com
4	Ben Mailey - VP of Support Operations	Direct Dial +1 737 277 9492 (US) Mobile +1 254 681 8375 (US)	Ben.Mailey@globalgig.com

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	P1 Critical	P2 High	P3 Medium
	Medium Work functions impaired, work around in place	P2 High	P3 Medium	P4 Low
	Low Inconvenient	P3 Medium	P4 Low	P4 Low

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