



Application  
Development



Collaboration



Data Center  
Virtualization



Integration  
& Security



Managed  
Services



Network  
Infrastructure



Unified  
Facilities

## Technical Resources Guide: Escalation Procedures

24x7x365 Customer Assurance Center

Priority	Description
Priority 1	Your network or environment is “down” or critical impact to business operations – (Phone for immediate response)
Priority 2	Operation of your network or environment is severely degraded
Priority 3	Operational performance of your network or environment is impaired
Priority 4	Request for scheduled maintenance
Priority 5	Minor issue that can be addressed at next regularly scheduled visit

Open a service request with the AT-NET Services Customer Assurance Center (CAC)

### Direct Access to AT-NET Engineers:

All SLA Agreement Customers need to submit a Service Request

### Three Ways to Get Support:

- Phone Support: 866.708.0886
- Email for Support: [support@at-net.net](mailto:support@at-net.net)
- Online Support Portal: Available Upon Request

All support requests should go through the AT-NET CAC to ensure all requests get a ticket created and the proper priority is assigned. *Generally contacting engineers directly may reduce response times and affect contractual commitments.*

### Creating a Service Request Using the CAC:

#### Calling the CAC

1. CAC engineers will open a trouble ticket, give you a ticket number and take down all pertinent information
2. CAC engineers will either work the ticket remotely or assign to a field engineer for onsite attention
3. In the case of a specialized issue, the CAC will assign the proper engineer for the issue and upon confirmed resolution will close out the ticket

#### AT-NET Services Remote Support System

AT-NET Services is committed to providing the fastest resolution to our customers and with our remote support system, we can be connected to your computer in 40 seconds. Simply contact the AT-NET CAC and go to <http://support.at-net.net> and login to have your computer issues resolved as you watch or have our engineers walk you through an issue.

Upon connection to the service, you’ll be prompted to download a temporary application, which will allow our engineers to access your PC remotely. There is even a chat function so you don’t have to stay on the phone throughout the process. This process is fully controlled by you and you can end the session at any time. You will be able to have your problems solved quicker than ever!

## Technical Resources Guide: Escalation Procedures

### Email the CAC

1. The AT-NET Ticket system will automatically create a ticket with the subject line as the Ticket description. The email body will contain the notes of the new Ticket so please add as much detail as possible including contact information
2. The CAC will dispatch or work the Ticket as deemed appropriate, including making first contact and assigning the appropriate engineer
3. Once the Ticket has a confirmed resolution, the Ticket will be resolved and closed

### Use the Support Portal

1. Upon request, AT-NET will setup one or more of your staff with Portal Access
2. The portal can be used to check on past Tickets, open new Tickets and update information on current Tickets
3. Tickets created using the Portal are handled exactly like the email Tickets above

### Escalation:

Our goal at AT-NET Services is to deliver quality IT solutions and to provide the best possible customer service. To that end, we encourage our clients to provide feedback about our performance. If an issue or circumstance arises at any time during a project or service engagement please do the following:

- Discuss those concerns with the engineer(s) that is assigned to your project or service issue. Our engineers are empowered to make suggestions, investigate, and address any project or service related issues. If the issue is not resolved then;
- Contact the Project Management Office (PMO). The PMO and assigned project manager is empowered to make project/service related decisions. If the issue is not yet addressed;
- Contact the Director of Engineering for service related issues, the Director of Sales for sales related issues, or the Director of I&S for any cable and security issues
- Always leave a voicemail and emails with your full contact information even if you think we already have your information. We will work to address any issues and concerns that you have. Please refer to the table on the right for escalation contact information.

Helpful Links	
AT-NET Home Page	<a href="http://www.at-net.net">http://www.at-net.net</a>
Remote Assistance	<a href="https://support.at-net.net">https://support.at-net.net</a>
Support Portal	<a href="http://www.at-net.net/portal">http://www.at-net.net/portal</a>
Create Service - Email	<a href="mailto:support@at-net.net">support@at-net.net</a>

AT-NET Services Escalation Contacts			
Christine Atwood	Project Manager	<a href="mailto:christine.atwood@at-net.net">christine.atwood@at-net.net</a>	704.831.2540
Patrick Hollowell	Director of Engineering	<a href="mailto:Patrick.hollowell@at-net.net">Patrick.hollowell@at-net.net</a>	704.831.2505
Joel Sosebee	Director of Sales	<a href="mailto:Joel.sosebee@at-net.net">Joel.sosebee@at-net.net</a>	704.831.2503
Ken Lacy	Client Services Manager	<a href="mailto:ken.lacy@at-net.net">ken.lacy@at-net.net</a>	704.405.1890