

## Escalations – Time Line

Reason	Response Time	Contact How?	No Answer	Action for No Response
Receive email from Installs Associate	Within 4 hours	Email Response	NA	NA
Receive email from Client or Customer	Within 4 hours	Email Response	NA	NA
Receive escalation in DOLI	Within 24 hours	Call customer on all #'s	Leave VM and send email after 2 <sup>nd</sup> attempt	Send an email to the customer and close escalation as Unresponsive on 3 <sup>rd</sup> day.
	Within 24 hours	Call servicer	Leave VM w/ 12 hour deadline and send email.	Email Servicer and FM Proceed to Resolution
Left message for Customer	Within 24 hours	Call back next day	Leave VM and send email after 2 <sup>nd</sup> attempt	Send an email to the customer and close escalation as Unresponsive on 3 <sup>rd</sup> day.
Leave message for servicer	Within 24 hours	Call back the next day	Leave VM with 12 hour deadline and send follow up email	If no response in 12 hours, call again and email Servicer, copy Field Manager
Offer Resolution to Customer	24-48 hours from first contact.	Call back each day until a resolution is accepted	NA	Send an email to the customer and close escalation as Unresponsive on 3 <sup>rd</sup> day.
Waiting on Client Action	NA	Call back each day until the issue is resolved.	NA	NA
Customer has been issued a credit	When the credit is entered into DOMS	NA	NA	NA
Update on progress	Customer: Every 24 hours until a resolution is accepted. Servicer: When there is new information.	Phone call	Always follow up with email when leaving a message.	If the servicer leaves notes in DOLI, you should reach out for clarification. Do not delay resolution.
Follow up with the Service Call	Within 24 hours of scheduled appointment	Phone call to servicer, if no notes in DOLI, and phone call to customer.	Always send a follow up email if no answer.	We always set a 12 hour deadline for response when speaking with servicer.