Contacting Dispatch-1360

Introduction

See below for escalation issues / requests to Dispatch via a **BOLT Case**

- Cases entered near **end of business day and after hours** are addressed **after 9:00am ET** the next day
- This process is **standardized** across all brands; calls to Dispatch are **no longer part of the escalation process**

Resolution Steps

- **Serial Numbers, MAC Addresses and Equipment Removed in Error corrections** when a serial number / MAC address was entered **incorrectly** or equipment removed in error
- **Tech ETA after the appointment window passed**

- **Scenarios addressed in the Market Escalations process**
    - Work order is complete but not checked in
    - Quota escalations including Do Sooner
    - Combine Work Orders in DC Metro, IL, MA, NY and PA
    - Tech Go Back / Unresolved and Repeat Issues
    - Request for a Lead Tech or Specific Technician
- **Non-GPON Symmetrical (formerly Wave G) Remote Install Requests**
- **For assistance when a technician from a competitor requests access to our equipment**

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