

# Contacting Dispatch-1360

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## Introduction

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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

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- [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**

