

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**

