Merlin Error Follow TAC Escalation Procedure- Article no. 3500

Introduction

Follow TAC Escalation Procedure error message in **Merlin** indicates one or more areas of the modem's health are **outside of the accepted range** at that moment

- This could be anything from degraded service to full service loss, but is **not declared** as an outage

Resolution Steps

Unless **flagged in BOLT** or listed on the **Outages tab**, it is **not** an official outage

- **Troubleshoot normally** to help the customer regain service
- Schedule a service appointment when troubleshooting steps advise

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=464