

SECTION:	Software Services and Support		
POLICY #:	ESS 12	PAGE:	1 of 2
SUBJECT:	Support Escalation Policy		
DATE:	4/05	SUPERSEDES:	None

TITLE: ESS12, Support Escalation Policy

POLICY: The support level definitions provided in [ESS11](#) contain their own routine escalation policies. In typical software support cases, this escalation is fully sufficient to maintain store stability and satisfaction. StoreNext provides the following escalation policy for unusual circumstances.

SCOPE: All StoreNext dealer partners

PROCEDURES:

The special circumstances and escalations follow. The current names and contact numbers of personnel specified can be found on the "Contact Us" Page of StoreNext's Support Web site.

1. No response on a critical incident call within one hour:
  - a. Automated support escalation is to the Manager of Technical Support for the subject software group (e.g. ISS45 group and so forth)
  - b. Local/Dealer support may further call or page the StoreNext Director of Technical Support 24/7/365.
  - c. Local/Dealer support may further call or page the StoreNext Director of Software if response or satisfaction is not provided in a timely manner.
  - d. Local support may further call or page the StoreNext Vice President of Products (or current designee if unavailable) if response or satisfaction is not provided in a timely manner.
2. Request for the current support level to escalate an incident to the next level immediately
  - a. Local/Dealer support may call or page the StoreNext Director of Technical Support
  - b. Local/Dealer support may further call or page the StoreNext Director of Software if response or satisfaction is not provided, or provided in a timely manner
  - c. Local/Dealer support may further call or page the StoreNext Vice President of Products (or current designee if unavailable) if response or satisfaction is not provided, or provided in a timely manner



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3. Escalation of date, release or resolution for a fault
  - a. Local support may request the change from the StoreNext Director of Technical Support
  - b. If satisfaction is not provided, local support may request the change from the StoreNext Vice President of Products
  - c. If satisfaction is not provided, local support may request the change from the StoreNext President and CEO

