



Intrapower Customer Support Escalation

Faults	Contact	Telephone
To Log A FAULT 24 hours 7 days	Customer Support Client.services@intrapower.com.au	1300 136 741
First Escalation At 80% of SLA	On Shift Team Leader Client.services@intrapower.com.au	1300 136 741 Request for Escalation to the Team Leader
Second Escalation 100% Breach of SLA	Robert Zulueta Call Centre Manager Client.services@intrapower.com.au	1300 136 741 07 3032 3000
Third Escalation As required providing prior escalation points have been contacted.	Tim Ware General Manager of Customer operations Tim.ware@intrapower.com.au	1300 136 741 07 3032 3000
Fourth Escalation Third Escalation As required providing prior escalation points have been contacted.	Darc Rasmussen Chief Operating Officer Darc.Rasmussen@intrapower.com.au	1300 136 741 07 3032 3000

Escalation Guidelines

A fault can be escalated subject to the following Criteria:

- SLA has been Breached, Or will be Breached (Greater then 80% of SLA period has expired)
- It can be demonstrated that Intrapower have been ineffective in fault handling.
- Intrapower can alter the outcome through escalation
- Previous escalation level has not responded

OR

There are extenuating circumstances such as:-

- Medical Emergency
- National security impact or potential impact
- Regional disaster
- Demonstrated critical business impact.