

## Escalation Process through a Customer Advocate

Resident should always first contact the Summit Broadband Help Line:

239-444-0400, option 1 for a Customer Care Specialist, option 2 for Technical Support, hours of operation 24 hours/day.

### What is considered an Escalation:

- No dial tone - - Summit Help Line should be called first, *service call should be within 24 hours*
- All services OUT - - Summit Help Line should be called first
- No call/no show when a service call was scheduled
- Resident feels they have exhausted all options for help *through* the Summit Help Line Customer Care Specialist or Technical Support or *through* a completed service call

### At what point does the Customer Advocate get involved:

- ***If a Resident is unable to get 'resolve'*** for their issue *through* the Summit Help Line Customer Care Specialist or Technical Support, or through a completed Summit service call, then they should reach out to their Property Manager or President of the Association for further assistance.
- ***At this point*** the Property Manager or President should forward Resident's email with issue or their own email with Resident's issue to the Customer Advocate so that the Advocate can 'escalate' this issue to the appropriate departments within Summit.

***It is important*** that Residents are not given the Customer Advocate's direct contact information: email or phone contact. The Customer Advocate's contact information is only shared with the Property Manager or President of the Association.

***Reason for this:*** The Advocate works directly with the Community Property Manager and/or President of the Association or Board Members representing Summit Broadband and the property. In addition to this, the Advocate also assists in escalating any residential issue that needs special attention. If the Advocate's contact information is given directly to residents, then typically the resident will continue to call the Advocate directly instead of the Summit Help Line. This will not allow the Advocate to give the time and attention needed for their Property.

Thank you for your attention to this.

Please know that our Summit Broadband team is committed to bring the best service and customer experience to you and your residents and we appreciate the opportunity to be your service provider.