



Customer Escalation Process

TEAMSOS is fully equipped with the processes and infrastructure necessary to meet the State of California's requirements. We will implement the same enterprise-level procedures for all services provided under the CALNET DNCS contract. For customers needing to escalate a support case, please refer to the contact information below.

Customer Request for Escalating Support Request Issues:

- Contact the TEAMSOS Support Center by calling 1-877-816-2401 or emailing us at support@team-sos.com.
- After the end-user contacts the TEAMSOS Support Center, our CALNET Engineers will collaborate with the customer to resolve the specific issue. If needed, the issue will be escalated to the next level of support for further assistance.
- In the event of a critical outage, an escalation should be requested immediately to ensure a swift resolution.

Escalation Tiers:

- **Tier 1:** Call our 24x7 Support Center at 1-877-816-2401 option 3 or email support@team-sos.com.
 - If no response within 72 hours, please escalate to Tier 2
- **Tier 2:** Customer Service Center Manager – CALNET
Michael Kane
Email: mkane@team-sos.com
916-577-1734 office, 775-636-4646 cell
 - If no response within 48 hours, please escalate to Tier 3
- **Tier 3:** Director of Support
Santosh More
Email: smore@team-sos.com
916-577-1714 office, 408-709-1256 cell

TEAMSOS Internal Escalation Process:

If an issue is not resolved at Level 1, the Support Center will escalate the case internally to Level 2 Engineering support. In exceptional situations where the Level 2 Engineer is unable to resolve the issue, the Customer Service Center Manager may be engaged to allocate additional engineering resources. The Customer Service Center Manager will ensure agility in addressing the request and timely resolution. Escalation contacts are available 24/7 to support this process

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