



# **Safetica Escalation Protocol**

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# Introduction

An escalation in context of this document means raising visibility of either an ongoing communication with a distributor/partner to accelerate its resolution or bringing a new critical issue to Safetica's attention.

The goal of an escalation is to ensure that the escalated communication/issue will be resolved in the shortest possible time beyond the extent of standard support process, including resolution outside business hours, and/or with immediate direct involvement of non-support teams (Quality Assurance, Development, etc.).

The effort put into resolving escalated issues on Safetica's side requires also an extended effort and cooperation on Partner's side. Without cooperation from the Partner, Safetica reserves the right to charge the Partner for the effort put into resolving the escalation where it was not met with equal effort from the Partner and was therefore spent without purpose. The charge will be calculated on man-hour basis, according to the valid price list.

# How To Initiate An Escalation

ESET Distributors can initiate an escalation by sending an email to: [eset-partner@safetica.com](mailto:eset-partner@safetica.com)

Safetica Distributors and Partners can initiate an escalation by sending an email to: [partner-support@safetica.com](mailto:partner-support@safetica.com)

The subject of the email must contain the prefix (no quotes): “[Escalation]”, and the following table must be filled in and submitted in the first email:

Column 1	Column 2
Customer	
Partner	
Single Point of Contact (SPOC)	
Availability (Time zone)	
Issue / Ticket ID (If exists)	

Single Point of Contact (SPOC) is a person who will be coordinating all communication and activities on the side of Partner and Customer and is responsible for ensuring adequate level of cooperation of the Customer and Partner with Safetica.

A SPOC will be dedicated also by Safetica to fulfil the same role on Safetica’s side.

# Communication During an Escalation

The communication between Safetica and the Partner (and Customer, if needed) during the escalation is held inside the submitted Escalation thread. There may be an ongoing secondary conversation via standard support channels (remote sessions, calls, etc.), but these are not considered official part of the escalation process in terms of informing about the progress or requirements and may not be handled with correct priority.

The SPOC on Partner's side and their counterpart on Safetica's side are responsible for driving this conversation and the activities required on both sides.

## Closing an Escalation

Escalation is considered closed when the need for high priority solution is not relevant any more, e.g.:

- The issue is resolved
- The customer has lost interest in solving the issue or found a workaround
- The issue was identified but there is no solution
- Etc.

The closing of the escalation must be agreed between both SPOC's, on Partners' and Safetica's side.