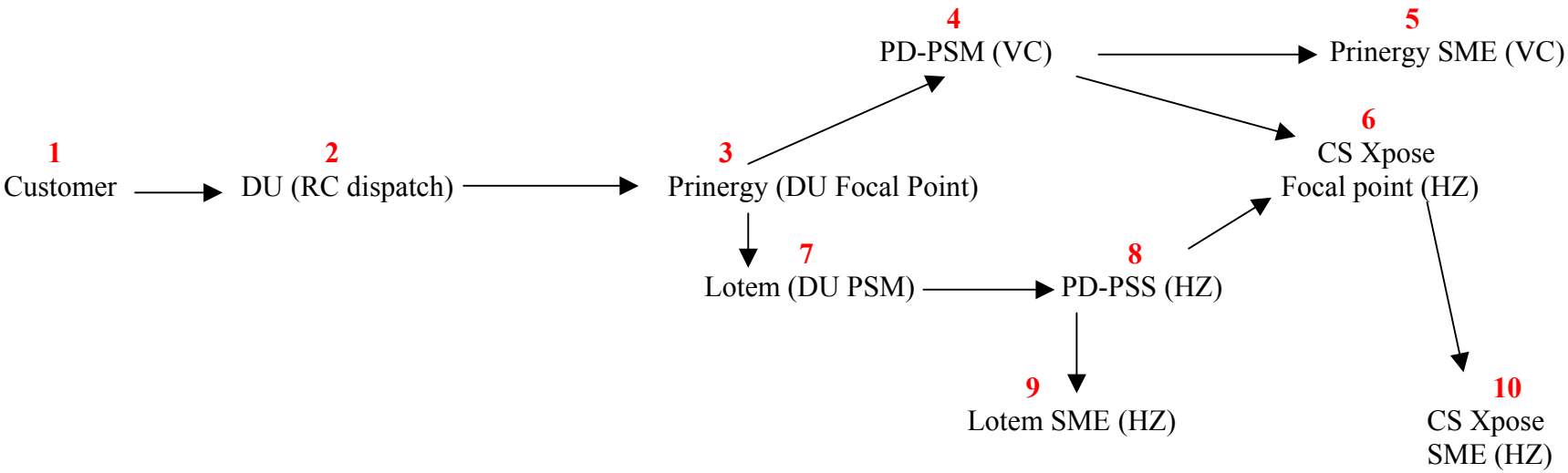
Prinergy to Lotem 800 Quantum Beta Escalation Process

Last Updated: 22 Nov 2001



- Regular Prinergy or Lotem Quantum problems, which are not related to the connectivity of Prinergy to Lotem Quantum, will be reported via the regular DUs' escalation processes.
- In the case of connectivity of Prinergy to Lotem Quantum, **in the beta period only**:
  - Customer (**1**) will report a problem to the DU RC (**2**)**,** and will be dispatch to the Prinergy DU Focal Point (**3**).
  - If it is a Prinergy problem (W/F) concerning only the connectivity to the Lotem Quantum, the problem will be sent to the
  - Prinergy PD-PSM (VC) (**4**).
  - The Prinergy PD-PSM will verify whether it is a Prinergy or CS-Xpose problem.
  - If it is a Prinergy problem, the regular procedure will start (Prinergy SME - VC) (**5**).
  - **For CSA escalation process only:** The Prinergy DU Focal Point (**3**) will send the problem to the Prinergy SME – (VC) (**5**).

For CSE and CSA:

- If it is a CS-Xpose problem the Prinergy PD-PSM will send the call to the CS-Xpose Focal point (HZ) (**6**).
- The CS-Xpose Focal point (HZ) will send the call to the CS-Xpose SME (**10**).
- If the Prinergy DU Focal Point thinks that it is an Xpose (not W/F) problem, the call will be assigned to the Lotem DU PSM (**7**), and will be assigned to the Lotem PD PSS (HZ) (**8**).
- The Lotem PD PSS (HZ) will verify whether it is a Lotem problem, or a CS-Xpose problem.
- If it is a Lotem problem the call will be assigned to the Lotem SME (**9**).
- If it is a CS-Xpose problem, the Lotem PSS (HZ) will assign it to the CS-Xpose Focal Point (HZ) (**6**), and the call will be assigned to the CS-Xpose SME (**10**).

Contacts

Escalation Point	Contact
1	Customer
2	DU Response Center
3	Prinergy DU Focal Point: • CSE: Steven Vandenbosch • CSA: Rob Rudeski

4	PD-PSM (Vancouver): • DJ Dunkerley
5	Prinergy SME: • DJ Dunkerley
6	CS-Xpose Focal Point (Herzlia): • David Weill
7	Lotem DU-PSM: • CSE: Dov Elbaz • CSA: Ido Shatzky
8	PD-PSS (Herzlia): • Iris Mordan
9	Lotem SME: • Michael Elmakiyes
10	CS-Xpose SME (Herzlia): • Igor Shishkin

Beta tracking mechanism

- Report every week to core team.

Corrections cycle

- Prinergy corrections will be sent to Herzlia prior to sending to the customer in order to keep track of Prinergy changes and to be able to debug CS-Xpose problems when they arise; after that the correction will be sent to the beta site customers.
- For CS-Xpose corrections, we will create a patch of the correction, Herzlia will check the patch and will send it to Vancouver for Prinergy testing approval, and then it will be sent to customers (by Vancouver).
- The CS-Xpose team will create a new CS-Xpose version when the core team decides, and will send it to Vancouver for testing.
- Vancouver will publish a new CD of the CS-Xpose application to DUs and beta customers.