Escalation procedure

This document sets out the contact channels, priorities and response times for technical problems and outages of services provided by Atlantis BG Ltd.

We take P1 and P2 reports 24/7, every day of the year. P3 and P4 reports are handled on business days, Monday to Friday, 09:00 - 18:00 EET.

1. Levels and contacts

Level 1: Support centre (NOC)

Takes and logs reports, runs first diagnostics and remote checks of lines and equipment, and keeps you updated.

Phone **+359 2 974 88 55**
Email **support@atlantis.bg**

Level 2: On-call engineers and management

Complex faults, backbone or BGP outages, upstream providers, field teams and operational decisions. Call them directly only for a critical outage (P1).

Phone **+359 89 660 6451**
Phone **+359 89 660 6450**
Phone **+359 89 660 6459**
Email **office@atlantis.bg**
Email **support@atlantis.bg**

2. Priorities and response times

Priority	When	How to report	Level 1 response	Level 2 response	Escalation to level 2
P1 - Critical 24/7	Total service failure or severe loss of core capacity.	Phone is required	within 15 min	within 15 min	Immediately: call level 2 directly
P2 - High 24/7	Degraded service (packet loss, high latency) or loss of the backup path.	Phone or email	15 min by phone, 2 hrs by email	within 1 hr	After 45 min with no progress at level 1
P3 - Standard business days	A problem with a single service or end device, with no wider impact.	Email (preferred)	within 4 business hrs	within 8 business hrs	When engineering work is needed
P4 - Low business days	Questions, change and configuration requests, scheduled maintenance.	Email	within 24 business hrs	within 48 business hrs	When planning the work

3. How to report and when to escalate directly

- **Critical outage (P1):** do not wait for level 1, call the on-call engineers directly. If you report it to level 1, the operator transfers the call to level 2 at once, without diagnostics.
- **All other reports** go to support@atlantis.bg. Each one is logged and handled by priority.
- **Outside business hours:** P3 and P4 reports received in the evening or at weekends are handled from 09:00 on the next business day.