

# Escalations – Billing

## Billing

### Escalations for all services

**Business hours: Monday to Friday, 8am – 5pm**

- Definition of an escalation: No updates or timely resolutions of disputes.
- All escalations are to follow the peer to peer model as per the Chorus Operations Manual.

Level	Chorus contacts	Response times
BAU	<a href="#">Via Billing Dispute Portal</a>	Within 48hrs
1	<b>Chorus Billing &amp; Credit Manager</b> Liz Gemmell 027 705 1683 <a href="mailto:Liz.Gemmell@chorus.co.nz">Liz.Gemmell@chorus.co.nz</a>	Within 24 hours. If no response is received within 24 hours or as agreed from Level 1, escalate to the next level using peer to peer model
2	<b>Head of Customer Support &amp; Billing</b> Dana Waitai-Cross 027 453 6905 <a href="mailto:Dana.Waitai-Cross@chorus.co.nz">Dana.Waitai-Cross@chorus.co.nz</a>	Within 24 hours or as agreed.