



Response Standards and Escalation Process

Response Standards

Rate Responses

The Allied Network standard is as follows:

DA Rate Request – within one working day from receipt

Origin Rate Request – within one working day from survey

General Requests for Information

The Allied Network standard for written communications is as follows:

Response within one working day with an answer or an acknowledgement and a clear time-line for response.



Escalation Process

1st Request

* Coordinator

2nd Request

- Coordinator
- International Manager

3rd Request

- Coordinator
- International Manager
- Regional Director/Country Manager

All contact information by country can be found at <http://directory.alliedintl.com>

